**BUXTED, EAST HOATHLY & HORAM PATIENT PARTICIPATION GROUP (PPG)**

**Minutes of PPG meeting held on Thursday 2nd December 2021**

**4.30pm pm by Video Call**

**Present**: Linda Pugsley (LP – Chair), Norman Pugsley, Stephanie Newman, Carol Sweetland, Pat Linfield, Vanessa Biggs, Stephanie McKenzie-Hill**,** John Wenham, Jonathan Walker, Alison Ledward, Julie Meredith, Quentin Burch, Lynne Fraser

**Surgery Staff: None Present**

|  |  |  |
| --- | --- | --- |
|  | **TOPIC** | **ACTION**  **BY** |
| 1. | **Apologies for absence:**  Bob Ruthven, Fiona Thorpe, Rebecca Slattery-Kavanagh |  |
| 2. | **Adoption of Minutes of Last Meeting held on 23rd September 2001:**  Minutes were agreed as a correct record. |  |
| 3. | Matters Arising:  None |  |
| 4. | **Ideas for Patient Support – update**   * **Directory of support groups for everyone**   Linda Pugsley (Chair) had reviewed the PPGs ideas of patient support groups and these were sent to the community navigation team, social prescribers as they are now known.  The Chair’s view was for us to keep our ears to the ground on any new groups so we can send onto the social prescribers so they can update their directory.  There is a new person in the role of social prescriber, Carol, who will be based at East Hoathly.  LP to invite her to a PPG meeting so we can find out more about her role and have a link with us.  **After Meeting Notes:**  LP was informed that the Social Prescriber, Debbie will remain in position at E Hoathly after all and as we have not yet met her, she will be invited to a PPG meeting, when she has time, so that we can meet her.   * **Webinars on Hot Topics – i.e. Diabetes, Arthritis – Follow up**   Wadhurst has had success with webinars with arthritis, using trained speakers.  Look to take this forward after Christmas linking in with Versus Arthritis & Diabetes UK. Lynne Fraser and Alison Ledward will liaise, LP will share their email addresses. | LP  LP  LF/AL |
| 5. | **Feedback from the surgery on recent CQC report**  No representative from the surgery to update. The PPG members have received the most recent CQC report.  Norman Pugsley concerned re new and still old problems being found.  The CQC are revisiting next week to check. We are not sure what they are checking. |  |
| **6.** | **Flu Jabs**  Offered at the Covid booster clinics, no more flu clinics planned. |  |
|  | **Newsletter Items: -** Alison Ledward is currently proofreading the content.  - Updates with Covid. It was noted that patients are feeling stressed waiting to be called by the surgery for their boosters.  Concern raised by the group re lack of information about possible side effects, no written information given, although it was noted that some surgeries do give out leaflets.  Alison Ledward (AL) suggested that something be written up onto a whiteboard, or use the surgery screen.  Other Items included in the Newsletter are:  - article on keeping warm in winter  - talking newspapers  - Surgery and Pharmacy opening times at Xmas |  |
| 6. | **MSK Experiences**  Norman Pugsley (NP) updated the group on the current project on improving the patient journey for MSK. NP noted that First contact physios in G.P. surgeries have caused a shortage in hospital physios.  Patient Centred Care is a focus now on all projects.  Patient problems experienced discussed, PPG members to write to NP on our experiences, so he can feedback. | ALL/NP |
| 7. | **Outpatients Experiences**  Driving forward with patient initiated follow up.  Emphasis on patient centred care, treated appropriately and that you are satisfied with the outcome. |  |
|  | **PRG now known as the PPG Forum Meeting**  Was held on Monday 29th November.  There were discussions about the pressures on the G.Ps currently.  Review of cardiac services at Maidstone Tunbridge Wells, (MTW). A joint report to be submitted by the PPG Forum.  SN raised concerns re current referral flow for hospital services. |  |
| 8. | **A.O.B**  JM raised Brighton Health Campus is closing.  AL Previous matters arising - answerphone message not changed for current Covid situation.  Concern that the PPG meeting last week was cancelled at such short notice, it was felt that PPG members are giving their time voluntarily and in future we do need the surgery staff to engage with us.  LP will write to Dr Perry to emphasise that we would really appreciate her attendance, but is only needed for an update, not the whole meeting as we are aware of her time constraints due to workload.  The group noted it is a contractual requirement for practices to have a PPG, and there is continual support from NHS England to ensure good patient voice and engagement. | LP |
| 9. | **Date of next meeting:**  **Thursday February 3rd @ 4.30pm, by video** |  |