



BUXTED, EAST HOATHLY & HORAM Patient Participation Group (PPG)
Minutes of PPG meeting held on Friday 7th August 2020
1.30pm by Zoom Video Call

Present: Linda Pugsley (Chair), Stephanie Newman (Secretary), Norman Pugsley, Carol Sweetland, Pat Linfield, John Wenham, Stephanie Mckenzie-Hill, Julie Meredith. Alison Ledward and Vanessa Biggs

	TOPIC	ACTION BY
1.	<p>Apologies for absence: Apologies received from: Lynne Frasier Carol Sweetland Quentin Birch Sylvia Shilliam – late apology</p> <p>From the Practice Sara Sawyer, Fiona Thorpe and Dr Sarah Perry</p>	
2.	<p>Returning of New Member: Acting Chair Linda Pugsley (LP) introduced Norman Pugsley (NP) to the group. Norman was a previous Chairman of the PPG in 2013 when it was set up. Currently working as a community ambassador working with the CCG, at a strategic level, and this involves various projects and access to CCG commissioners of all services. Work includes issues in the community, what we want to change and patient feedback.</p> <p>Stephanie Mckenzie Hill, (SMH), raised the issue of a vice chairman, and this was proposed, the group voted on this and was agreed and LP agreed to add this to add this into the constitution.</p>	LP
3.	<p>Minutes of last meeting: Minutes of the special PPG meeting held on the 3rd July The minutes of the meeting were agreed. No matters arising from the previous meeting.</p>	
4	<p>Election of Officers: PPG members voted and the following members were elected: Chair: Linda Pugsley Vice Chair: Norman Pugsley Secretary: Stephanie Newman PRG Representative: Norman Pugsley</p> <p>Surgery Health Awareness Displays Carol Sweetland had agreed to continue, LP happy to help too. Stephanie Mckenzie Hill agreed to the role (SMH)</p>	

	<p>John Wenham (JW), agreed to check East Hoathly displays.</p> <p>Chair updated that the current Poster display is on Obesity & Healthy Eating, as with the current concerns with Covid 19 and the link to obesity it was felt to be prudent.</p> <p>The group discussed the possible resources available; Alison Ledward (AL) commented that she thought NHS England was looking at this issue.</p> <p>The group discussed that this requires further discussion with the surgery.</p> <p>SMH had previous resources from previous displays, which could be resurrected.</p> <p>Julie Meredith (JM) asked if any of the nurses might take on this role of weight management.</p> <p>LP suggested a year ago having scales in the surgery reception area for patients to weigh themselves prior to seeing a clinician would be a good idea, but this wasn't implemented.</p> <p>Patricia Linfield said you have to be tactful about weight loss, and trained to do this.</p> <p>PPG Comment Boxes Patricia Linfield (Buxted) Julia Meredith (East Hoathly) LP asked for the comments to be scanned to her.</p>	
5.	<p>Surgery Update LP requested a report for the meeting from the surgery but not yet received.</p> <p>Return of regular clinics PL reported she was not able to renew an HGV driving licence as this required a medical fitness certificate, and the practice is not doing this. Smear clinics are back in operation.</p>	
	<p>Items for the September Newsletter</p> <p>The group agreed that the Newsletter will be an opportunity to update what is happening and what will be happening and when? Flu vaccinations would be an important subject.</p> <p>John Wenham (JW) agreed to get in touch with the East Hoathly parish magazine and give LP the contact.</p> <p>Communication strategy - LP will discuss with the surgery. SN reminded the group that last time Dr Perry agreed to speak to practices that have had outstanding CQC reports on best practice model examples.</p> <p>Patient survey, not done for 7 years, how can this be done more effectively? Online survey was a suggestion.</p>	JW

	<p>Vanessa raised issue of confusion of lunch time closing and pharmacy turnaround times, query 6 days, LP will check this?</p> <p>AL asked for an update on CQC follow up review.</p> <p>Meeting paused 14:15 Meeting resumed 14:30</p> <p>LP suggested we continue with the discussion on the Patient Survey JW view is to pause until more normality, NP said we do need a survey that reflects the current situation as there will be patients not happy to not see Drs face to face. LP view in the current situation good to test, AL view good time to test how online consultations are currently working.</p> <p>SN requested have other PPGs done a similar exercise? Would be useful to enquire?</p> <p>SN agreed that these are unusual times, due to Covid, and this will go on for the foreseeable future. The role of the PPG, in testing what is actually happening at the moment on behalf of our patients, as best we can, would be a really good thing to do. We must also recognise that we will not be able to solve all the issues and recognise that these are unprecedented times.</p> <p>LP agreed there is so much change and would be helpful for the surgery to be aware of their patient's views.</p> <p>AL asked if there was anyone at the surgery that might help with the survey and contribute to some of the questions. JM cautioned if we do a patient survey we need some input from the practice but not wholly as we need to develop questions to help them improve.</p> <p>NP said the previous survey was available which could help with formulating the new survey questions, e.g. use of the website Noted that the website counter is now in place, which gives an indication of usage.</p> <p>Email the Chair with ideas/questions for the survey.</p> <p>JW requested the previous survey to be sent to the group to help with this, as a starting template.</p> <p>AL had been looking at the website recently for feedback around the CQC report/action plan, which unfortunately was not there. AL was asked by LP if she would help review the website for errors, if she has the time, as LP had found a few recently.</p> <p>Concern that the CQC report is an important issue and should be better communicated to patients.</p> <p>JM knows there is an aim to bring more hospital services out to primary care, with Covid and the NHS long term plan, and structural management changes there will be significant changes.</p>	<p>LP</p> <p>AL</p> <p>ALL LP</p>
6.	<p>A.O.B. SMH raised the lack of staff photos in the surgery and on the website, to help patients know who they would see. This is still an</p>	

	<p>issue. LP thinks this should be done, other surgeries do this, L.P will look to pursue. SN requested that the Chair may want to look at a work programme, key objectives for the next 6-12 months, to look at what is important now. The group discussed subjects may include what are the current clinics that are running, the Flu strategy, communication strategy, and obesity.</p>	
7.	Date of next meeting:	
	<p>The group agreed it was important to have the surgery representatives present; LP will discuss with Dr Perry and confirm the next date.</p>	LP