

Minutes of the PPG held on Thursday 06th June 2019

In attendance: Apologies:

Dr Tim Tran – GP
Charlotte Backler – Practice Manager
Tracey Tucker – Operations Manager
Jane - Hankham
Ken - Hankham
Lin – Pevensey Bay
Ann - Westham
Carolyn – Pevensey Bay
Pam - Pevensey Bay
Rebecca – Westham
Shirley – Pevensey Bay

Carol- Pevensey Bay
Neal – Pevensey Bay

Resignations: Charlotte - advised the group that Fred Copson, Susan Lewis and Yvonne Francis have resigned from the group we wish them all the best.

New Members: Charlotte introduced Rebecca and Shirley to the group and everyone welcomed them.

Previous Agenda: Minutes agreed.

Princes Park Meeting: Lin & Carolyn went to PPG meeting at Princes Park. (See Lin's notes attached).

Health Coach & Social Prescribing: Lin went to Herstmonceux Surgery to discuss social prescribing with their Health Coach Bea Simmonds, (See Lin's notes attached).

Lin would like the PPG to become more involved with Social Prescribing in the community. Charlotte said we did used to have Becky from Prime 75 that sign posted patients to various social clubs etc but this was only for a year and then the service was cut. This did work well for our patients. Jane was concerned because she had heard that some of the services at Herstmonceux patients had to pay for. Dr Tran asked if there was any data about how successful Social Prescribing was ie if patients dropped out after only one or two sessions. Lin said that Herstmonceux had a patient that visited the GP 3-4 days a week sometimes and after they had been signposted to club their visits to the GP had become significantly less. Charlotte also advised that Julie Sansom Locality Link Worker could come in and talk to us and the PPG about what is available in our area for Social Prescribing. Shirley also told the group about an information day that is held annually in Pevensey Bay where services are invited to come and speak to the community about various activities or any concerns about the local community residents may have. Shirley thought it would be a great if a GP or member of staff could come along on behalf of the practice. Shirley advised the next event would be 20th April 2020.

ONE YOU: Is the service we use to refer patients for stop smoking, weight and health advice. It was asked if we had any feedback from them on how successful the service was. Dr Tran said he had positive feedback from his patients verbally but we had no written feedback. CB agreed to find out from One You any feedback information.

PPG Notice Board: Charlotte discussed the Community Information notice board and said we were putting community notices up but it was only in the quiet waiting room and perhaps we should also have one in the main waiting room that the PPG members and volunteers could be in charge of and sort. It was also discussed that not all people attend the surgery so we need to make sure information is available electronically as well. Our Newsletter etc does get downloaded to our website. Lin asked Dr Tran about GPs understanding of the PPG role in the practice. He said that he and his partners agree that the PPG are the voice for our patient population. They are all open to any discussion on how we can improve things for our patients and surrounding community. Lin asked if it would be possible to meet with all the GP's for 10-15mins before the Practice Meeting's to discuss any PPG matters. Dr Tran said he and his partners would be more than willing for this to happen as long as any issue was a common problem that would benefit the majority of patients and the practice.

NAPP (National Association for Patient Participation): A discussion took place regarding PPG membership. It was decided that the PPG would discuss within their meeting.

Primary Care Network (PCN's): Charlotte explained briefly about PCN's. NHS England have asked GP practices to join together to become PCN's. We only got a few months' notice so we are still in the very early stages of sorting everything out but we have joined up with Manor Park Surgery Polegate, Downlands Surgery Polegate, Harbour Practice Eastbourne and Sovereign Practice (also known as Princes Park Health Centre) Eastbourne. This means that we can join forces to share services like employing more Paramedics/Nurse Practitioners and also going forward Pharmacists to assist with growing demand and promote things like Social Prescribing to allow GPs to deal with more complex issues. This is going to be hard as practices do work very differently but by breaking down barriers we can share best practice and resources. The first budget is Extended hours.

ONLINE APPOINTMENTS: PPG were advised that most of the on day appointments are now available to book online as long as patients have signed up to the service. They open up at 8.30am on the day for patients to book online. We will keep a few back for patients that are queuing in the morning. Ken was worried that patients that do not use computers may be beaten to appointment but the staff taking phone calls and patients that queue up will have equal opportunity. We have to move with the times and offer this service. At present only about 1500 patients out of 13000 have signed up to online services. The practice will be auditing to make sure it is being appropriately used. Carolyn had produced a video to help people online. Charlotte will circulate to PPG members and GP's.

Any other business: Carolyn asked Dr Tran if there was anything coming up that was going to significantly affect Primary care that the Government were planning. Dr Tran replied nothing that he knew about but if the practice were not happy with anything they would withdraw from it.

Dr T Tran thanked everyone for their time attending today.

Dr T Tran, Charlotte Backler & Tracey Tucker left the room to allow the PPG to have their meeting.

Next Meeting: It was agreed that AGM and another meeting should be held before the next scheduled PPG meeting in September, dates to be arranged.

Scheduled meeting Monday 2nd September 2019 at 12pm.