

Minutes of the PPG meeting held on 4th March 2019

Those present

Charlotte Practice Manager
Ken – Hankham
Ann – Westham
Lin – Pevensey Bay
Jane – Hankham
Carolyn – Pevensey Bay

Yvonne S – Stone Cross
Fred – Westham
Sue – Westham
Pam – Pevensey Bay
Yvonne F – Stone Cross

Apologies

Neal – Langney
Carol – Pevensey Bay

1. Members present congratulated Charlotte on her promotion to Practice Manager following Michelle's departure to pastures new.
2. Members welcomed new member Yvonne S from Stone Cross.
3. It was agreed that the first AGM would now be held on the date of the next meeting in June.
4. It was apparent that there had been some confusion over who was taking responsibility for the agenda. Yvonne F apologised for any omission on her part and it was agreed that the Terms of Reference (ToR) required revision on this matter. They should reflect the intention that the Chairman will contact members for agenda items, compile an agenda and forward it to the Practice Manager for distribution before the meetings. A new form of words was agreed which Charlotte will insert in the ToR. **Action Charlotte** Members were grateful to Charlotte for putting together an agenda on the day.

5. New Nurse

Charlotte reported that the practice were very pleased to have Justyna in post, filling the vacancy created by Rachel's departure. She is newly qualified but has been working at another surgery for some time. She will be taking the Practice Nurse training very soon. She works on Monday, Wednesday, Thursday and Friday.

6. Conditions for Queuing at Surgeries

Sue had asked for this item after witnessing patients queuing in appalling weather. Jane asked why patients could not take numbered tickets and sit in the waiting room. There were also questions as to the provision of shelters such as the one at Westham. Charlotte clarified both these matters. Patients cannot access the building to wait until opening time because of insurance restrictions. Shelters have been ruled out by Assura the company which owns Stone Cross and Pevensey Bay surgeries. The practice owns Westham surgery.

There followed a long discussion about the telephone and the pros and cons of expanding on-line booking. It was noted that not all patients can access on-line booking or use 'apps' but increased on-line access to appointments would help some. At present only doctors' appointments are on-line which leads to patients seeing the doctor when they would have been triaged to see the paramedic or nurse practitioner if they had telephoned. Charlotte will explore with the telephone provider the possibility of improvements to the telephone booking system. **Action: Charlotte**

Charlotte reported that staff member Joni is more than happy to explain the use of the on-line services provided by Patient Access to any patient who wishes for help. Fred, Sue and Yvonne S immediately put their names forward!

Charlotte has met with the Clinical Commissioning Group (CCG) to discuss reducing the practice's boundaries. A very small reduction was agreed but the practice remains responsible for 12,900 patients (up 100 in one month). Before all the new estates, the practice size had been around

11,500 for years.

Danielle the Office Manager attended the meeting to give members more information about the on-line booking situation and answer questions. There is likely to be an increase in the number of on-line appointments in coming months.

Members discussed the importance of the role of the nurse practitioner and paramedics in freeing up the doctors to see the patients with more serious conditions. It was agreed that their roles need publicising and perhaps a video could be made to be shown on the screen in the main waiting room.

7. Feedback from East Sussex Hospitals Trust (ESHT) meeting

Yvonne F had attended an interesting public meeting run by ESHT at Bexhill Health Centre recently. Senior staff from the Trust spoke positively on a number of matters and passed on interesting statistics. The Trust is no longer in special measures for care and safety and they believe they are on target to be ranked outstanding next year. On the down side ESHT remains in special measures for finance. Those present discussed some issues arising and it seems that the new Outpatient Electronic Referral system has pushed an extra workload and expense onto the GP surgeries.

8. Feedback from PPG Forum

Lin had attended the Forum meeting on 13th February at the James West Community Centre in Hailsham. It had been very sparsely attended and the acoustics were so bad that she could not hear the presentations or discussions. She is awaiting the minutes which she will share with PPG members.

Lin talked about social prescribing with Julie Tremlin, Locality Link Worker at the meeting. She has also been trying to contact the Herstmonceux practice about this to no avail. Lin had hoped to meet the Herstmonceux practice member of the Forum at the forum but she was not there. Charlotte said that the practice was not yet using social prescribing to any great extent.

9. Any Other Business

Lin told the meeting that she has been invited to attend a meeting of the Sovereign Practice PPG and she hoped the Chairman would be able to go too.

Carolyn asked what is being done to reduce the number of Did Not Attends (DNA). Members discussed possible sanctions and more positive measures such as the Nudge Nudge technique. Charlotte reported that there are sometimes very genuine reasons for non attendance and also that the receptionists do give gentle reminders about the cost and inconvenience caused, on a one to one basis.

Yvonne reported that she had been invited by the CCG to a focus group exploring how the CCG is doing in the matter of public engagement. She invited comments to take with her. It was very clear that members felt that the engagement was limited to a very few people such as those who attend meetings of the PPG Forum.

10. Date of Next Meeting

Thursday 6th June 2019 at 12.00

Meeting dates for 2019

Monday 2nd September

Thursday 28th November