

## Minutes of the PPG held on Thursday 07<sup>th</sup> June 2018

### In attendance: Apologies:

Michelle Kenward                      Bernie - Langney  
Tracey Tucker Carol - Pevensy Bay  
Yvonne- Stone Cross                      Denise - Langney  
Jane - Hankham Charlotte Backler  
Ken - Hankham  
Neal - Langney  
Ann - Westham  
Fred - Westham  
Susan - Westham

All attendees were asked to sign a GDPR communication consent form.

MK- advised the group that because of other commitments Denise Morgan Smith has resigned from the group we wish her all the best.

### Previous Agenda: Minutes agreed

TV screen in main waiting room is now up and running with medical advice and information including the Antibiotics Campaign. Michelle explained again that posters will be going up regarding the overuse of antibiotics and that it's not a cost cutting exercise but if we don't act now we will not have antibiotics to treat infections in the future.

### Research:

Charlotte has attended the research programme and will keep us all updated when any more information is available.

### E-referrals:

The NHS is paperless so all referrals are being emailed and also by doing this we can give patients a choice of hospital appointments. MK explained patients can pick and choose by logging on to website or calling the number and giving the reference number and password. This will be posted out to patients once the typed referral has been emailed. If patients are unsure of what to do or have any queries then they can come back to us. This has caused us some problems and more work especially if referrals get rejected etc. Some PPG members have already had a positive experience with the new service.

### ESOPS: East Sussex Outpatients Service:

They offer NHS appointments in various specialities and have approached us to rent out Westham Surgery when not in use by us to run clinics there.

### Expansion Space:

We are in the process of trying to bid for funds to convert our expansion space into more consulting rooms so we can increase our clinics. Initially MK had a positive response but recently had an email stating that our local CCG was in financial deficit and that projects were being put on hold due to lack of money. MK has been told to still continue with the business plan bid but this may not end with a positive outcome. FC advised Michelle that most of the figures that are available for population are based on Eastbourne where we are Wealden and that perhaps MK should make CCG aware of area population especially with all the building going on around surgery.

### International GP:

There is a possibility that we can sign up to have an international GP trainee. GP's are meeting to discuss this at the next practice meeting.

### Clinical Staff Training:

MK informed the group that Katie has finished her university course and will become an Associated Practitioner. Nahed has finished her first year of her Nurse Practitioner course.

### Extended Hour's: - 8am-8pm 7 days a week.

At present this would be hard to initiate as we struggle to cover our normal hours of 8.30am-6pm 5 days a week. If however we join up with other practice's and become a Federation practice this may be possible as we can share staff, premises and resources. YF had been to a CCG meeting recently and extended hours were discussed where it was believed that 6 hubs would be set up with GP's, Nurses and Paramedics offering appointments. It was also suggested that perhaps Health and Social Care Connect may man phones and signpost to them to the correct clinic available. The group expressed their concerns on this proposed service as often call centres are based up North and they don't know local areas down here. Also would services have access to medical records? MK said that this is why all surgeries locally had been asked to use the EMIS system so in the future this would all link up.

### Kamson Pharmacy:

MK advised that Rob and Chris from Kamson's had meet with Charlotte and Dr Tasharofi. They would like to work more closely with the surgery by the possibility of Rob working on site at the surgery one day a week to help with medication reviews and prescriptions queries etc. PPG expressed concerns over delivery times and prescriptions being delayed. TT advised that she had spoken to Rob and they did have staff shortage but this was now resolved but because of our ever growing population issuing prescription's had increased.

### Apprentice:

PPG informed that we have a new apprentice Hollie.

### Badges:

PPG members have noticed staff wearing name badges and said it's nice to know staff names.

Update from PPG Forum:

YF updated us about the transformation of urgent care. CCG proposed changes will have a positive impact in Surrey/Sussex. Our CCG hope to have urgent treatment centres located at Eastbourne and Conquest hospital which they hope to be in place April 2019.

NHS111 again from April 2019 will have a shorter algorithm to follow allowing quicker access to appropriate providers resulting in a shorter time for clinician to call back. YF to email PPG members forum update's now that we have signed consent from members to share information. YF has kindly agreed to do the minutes for the PPG meetings from now on.

Any other business:

Some PPG members said they had spoken to a few of our patients who had been very complimentary about our surgery.

Next Meeting:

Monday 10<sup>th</sup> September 2018 at 12pm.