

Oldwood & Battle Surgeries Patient Participation Group

MINUTES

Date: Monday 10th December 2018

Attendees: Steve MacDonald (Vice Chair), Alison Sarson, Martine Blaser-Smith, Elodie Lanworn, Annie Rodgers, Bruce Bassam, John Schultz

Apologies: Geoff Thomas, Sam Moon, Keith McPherson, Sue Peters, David Daniels

1. Welcome and introductions

Introductions were made and a warm welcome given to Elodie, who attended for the first time; and John, who came along to talk about Age Concern.

2. Minutes of the last meeting

All confirmed ok. ACTION: Libby to add as a standing agenda item for each meeting.

3. Age Concern

John introduced himself and provided an overview of his role as Chair of Age Concern in Robertsbridge. They provide a Monday lunch club which has proved popular over the years but is now facing a decline in membership and volunteers. John is reaching out to community groups, including the surgery and school, to raise awareness and seek new members and volunteers. He provided a copy of their leaflet which Libby has put in the waiting rooms at Oldwood and BHC.

Ideas were put forward to increase membership, including the possibility of a computer club where second hand computers and IT training could be provided. This would be supported by the PPG as it links to the action plan to increase the uptake of online patient services. The response was mixed, and it was recognised that this would not be of interest to all, but John agreed to take it back to the board for their consideration.

Steve invited John to continue as a PPG member and John agreed it would be good to attend and work together. Libby talked about the Dr Mucci talk on geriatric medicine and the opportunity to promote this and Age Concern to patients at the same time.

4. Action Plan & Growing the PPG

Steve shared the final version of the PPG poster which incorporates the feedback from Sue and Martine. He thanked them for their input.

Steve has written to the 10 parish councils in our area: Battle, Robertsbridge, Mountfield, Etchingam, Sedlescombe, Hurst Green, Brightling, Crowhurst, Whatlington, Salehurst and Catsfield. His letter asked:

- For 10 minutes at a meeting to give a presentation setting out in more detail what the PPG is aiming to achieve, to discuss with councillors how their community might be represented on the PPG, and to try and identify any immediate areas of joint opportunity for us both; and
- If the council might be prepared to make a donation in support of its work – the PPG does not get any ongoing formal government funding.

Steve asked for volunteers to go along to the meetings with him. ACTION: all to let Steve know if they are happy to attend and provide support.

Steve has set up an email address for the PPG: oldwoodandbattleppg@gmail.com

Plus a Facebook Page: Oldwood Surgery and Battle Health Centre Patients Participation Group

And a Twitter account: @oldwoodbattlep1

These are all advertised on the poster and Libby confirmed that two receptionists have already shared the facebook page to their friends so word is getting out.

5. Feedback from Hastings & Rother PPG and Rural Rother PPG

Libby circulated the invite to these meetings via an email from Geoff. Noone present attended. ACTION: Geoff to feedback via email or at the next meeting.

6. Practice update

Libby provided a brief practice update. The surgery is on track to introduce Care Navigation on 2nd January. Parking permits have been introduced in Battle and local residents and businesses sent letters asking them not to park in HC spaces. Libby is planning to contact Robertsbridge Village Hall in the New Year to ask if staff can park in their spaces to free up parking at Oldwood Surgery. Everyone at the surgery wishes the PPG a Happy Christmas and Happy New Year.

7. Issues raised by patients

Steve asked the group to feedback any issues they had been made aware of by patients in the PPG's role as a 'critical friend'.

Martine gave feedback that a patient had their NHS check appointment cancelled four times. Libby agreed this was not good practice and has since spoken to Martine to say that the likely cause is the need to prioritise urgent care when we were without a nurse. This should hopefully not happen again now we have new nurse, Heather, in place.

Martine gave feedback about a patient that attended the practice with an ear infection who has now ended up in the Conquest. Libby confirmed that current NHS guidelines is not to prescribe antibiotics for ear infections as research has shown they often clear up on their own and antibiotics make little difference to symptoms including pain. Each case will be different, however, and patients should always contact the surgery if their symptoms worsen.

John and Bruce raised issues with getting prescription drugs they have not ordered (John's two years ago; Bruce more recently). Libby explained that the Dispensary has taken over doing prescription requests for all patients (including non-dispensing) so this should reduce the problem in the future. Libby said that requesting prescriptions online reduces the risk of error and paper flow. Libby has subsequently spoken to the Dispensary Manager and she said that some pharmacies tick all the boxes without checking with the patient. Libby didn't believe this was the situation with John and Bruce but is again something that would be eliminated with patients requesting their prescriptions online.

8. Defibrillators

Steve has updated the map with the defibrillators that are accessible 24 hours a day. He has removed the defib machine in Robertsbridge Train Station as this is not available when the station is closed. He got the information on locations from Hurst Green Community Responders whose role is to respond to patients that have to wait 1.5 hours or more for an ambulance. They have offered to provide training sessions to show people how to use the defib machines. Libby asked if they would also do basic life support training which has been requested by two patients. ACTION: Steve to find out and/or approach The Red Cross.

9. Date of next meetings

The next meeting has been arranged for Monday 14th January at Oldwood.

All agreed it would be good to set a date for the AGM so this can be publicised to patients. Proposed date is Monday 11th February. Agreed Robertsbridge would be a better location to attract more patients. ACTION: Libby to check the date with Geoff.

10.AOB

None.