



MINUTES

Monday 18th November 2019

Battle Health Centre

Attendees: Steve MacDonald, Alison Sarson, Jenny Daniels, Keith McPherson, Elodie Lanworn, John Schultz, Sally Slyfield, Libby Looseley

Apologies: Sue Peters, Martine Blaser-Smart, Tanja Conway-Grim, Gillian Branford (Helping Hands), Pam Underhill

Items:

1. Welcome and introductions

Steve welcomed the group.

2. Apologies

Libby confirmed the apologies.

3. Minutes / items from last meeting

Defibrillators – Steve is getting the locations from Gary, Community First Responders. Steve has been in touch with the Observer about putting an article in the local newspaper. The NHS are doing a database of locations. It will be useful to publicise this once available. Could this be added to the NHS App?

ACTION: Libby to ask the CCG and Steve/Jenny to suggest at the H&R PPG forum.

Mission statement – all approved.

Too many emails – agreed for Libby to continue to state the subject & PPG members to only read emails that interest them. No pressure to read everything.

Meeting dates – all present agreed with dates. Agreed to have no August meeting like this year.

AGM – the AGM is due in February but agreed to delay to April when the evenings are lighter and there could be a focus on the new building subject to the final plans being agreed, which Libby confirmed is hopefully imminent. **ACTION:**

Libby to agree with the GP partners; Libby to book Village Hall. All agreed for hall to be paid from PPG funds.

Vaccines – Libby shared the news that the recently recruited HCA is leaving to re-join her old GP Surgery. The practice is currently advertising for a new HCA. Steve asked if we are able to identify the prevalence of measles and other illnesses so we can target the area of most need. ACTION: Libby to look at this.

4. Update on Action Plans

Walking for Health – walk coordinator, Lorna, has asked for suggested dates for the Walking for Health Training. Agreed w/c 13th January. ACTION: Steve to take forward.

Social media communication – Steve has purchased the PPG domain 'oldwoodandbattleppg'. This means we can have email addresses set up with our individual names e.g. steve@oldwoodandbattleppg. Emails will then be auto-forwarded to our own email addresses.

Microsoft charity package – Steve shared that Microsoft give a free software package to charities. ACTION: Steve to check if it is possible for the PPG to have this as not a registered charity but volunteers doing good work for the community.

5. Update on Meetings Attended

Hastings & Rother PPG Forum – Jenny attended the latest meeting and gave feedback about the presentation on the PCN. They are looking to recruit a social prescriber and pharmacist but teething issues to resolve such as who employs them and can they access the NHS pension etc.

Rural Rother Informal PPG – Jenny attended in Rye but no one else turned up.

6. Update from the practice

Libby provided an update from the practice:

Voted 2nd Best Practice in East Sussex – Libby shared the great news that the surgery has been voted 2nd best in East Sussex in the National GP Patient Survey results.

<https://www.eastbourneherald.co.uk/health/these-are-the-top-rated-east-sussex-gp-practices-according-to-patients-1-9124732>

ACTION: Agreed for the PPG to promote this on the Facebook and Twitter page.

CQC – the CQC telephone call went well. No issues were raised. The surgery continues to be rated as 'good'. The full inspection will be in April 2021. Libby thanked the PPG for their support and for the work achieved to date which she was able to share with the inspector.

Digital Champions – Libby shared an email from the CCG about 'Digital First', an initiative funded by NHS England to improve digital skills for the local population.

Steve attended a presentation in July and put his name forward as the Digital Champion for our PPG. The CCG will be offering a grant of £500 plus a loan of a tablet to use to support patients in learning to use the NHS App and online patient services. ACTION: Libby to feedback after her meeting with the CCG in December.

Patient issues following discharge from hospital – Libby looked at the issues raised by Steve on behalf of his friend following his discharge from hospital regarding lack of communication/direction for support. Steve confirmed that his friend is doing well so no need to investigate further.

Advanced Nurse Practitioner / Paramedic Practitioner –the surgery is currently recruiting an ANP or PP to support the GPs with urgent on the day acute issues. More details to follow once the appointment has been made.

7. Finance monthly update

Keith provided a finance update. There has been no further expenditure this month. Balance continues at £942.42 to spend.

8. Events and meetings coming up

CCG Event Information – Libby circulated an email from Angela Hatcher at the CCG advertising local events coming up in the area with MacMillan Cancer, Hastings Volunteer Action and Hastings Community Network.

9. Defibrillators

Discussed under item 3 above.

10. Issues raised by patients

Patient Access Link – Keith flagged that the original web address emis.access is no longer working – the page says ‘web address is for sale’. ACTION: Libby to flag to Carole, the surgery’s IT Lead. Keith was able to log in via the Patient Access web address.

The group asked if they can continue to use Patient Access. Libby confirmed yes. The surgery is now promoting the NHS App but Patient Access will continue be available for patients that prefer to use this.

MJOG unable to respond to text messages – Alison is currently unable to respond to text messages as the ‘respond’ button is not showing. ACTION: Libby to ask Carole, IT Lead, to investigate (update: Carole suggested Alison remove the app and receive messages via text only. Alison will do and report back).

11. Date & agenda items for next meeting

The next meeting is: Monday 16th December 7pm at Oldwood Surgery.

12. AOB

St Michael's Hospice fundraising – Elodie encouraged PPG members to donate to St Michael's Hospice via Amazon Smile and the Big Give's Christmas Challenge which the hospice is taking part between Tuesday 3rd December and Tuesday 10th December. The Big Give is the UK's largest online match funding campaign which helps UK registered charities raise funds for their cause.
ACTION: Sally to promote on the Facebook page.