



1st February 2021

Virtual meeting via Zoom

Attendees: Steve MacDonald (Chair), Alison Sarson, Martine Blaser-Smart, Elodie Lanworn, John Schultz, Keith McPherson, Sue Peters, Tanja Conway-Grim, Jenny Daniels, Libby Looseley

Apologies: Sally Slyfield

Items:

1. Welcome

Steve opened the meeting and welcomed the group.

2. Apologies

Sally Slyfield

3. Minutes of last meeting

Minutes of the meeting of 17th November 2020, prior to meeting, approved.

4. Update on action plans

There are 2 action plans on going.

- A. Walking for health: This will be 'on hold' until such time as Covid restrictions are lifted sufficiently to be able to progress the plan.
- B. Communications: Steve updated that as a result of the work done early on, the benefit of having good communication channels, in particular the use of Facebook, was proving very useful during the pandemic.

This has been regularly updated with posts from Elodie, Sally and Steve. Libby has been passing practice and NHS information for posting to Steve, which has subsequently been shared on several local Facebook pages, with some posts reaching over 5000 people. Steve reiterated the point that the most successful posts are succinct and easy to read.

Sue raised the point that many more elderly patients use the practice website as their first point of contact, as they were not keen to use Facebook. This prompted a discussion about both the content and presentation of the website and Facebook page.

Libby is responsible for updating the website and generally does this only when there is specific news and must comply with NHS Accessibility standards. This means the website may come across as slightly more formal than Facebook. Libby asked Steve to look at the website and give her any feedback re presentation.

Libby suggested trying to link the PPG Facebook page to the practice website, but there were some reservations from members regarding this.

5. Practice Update

Libby updated the meeting on the rollout of the Covid Vaccination programme at Etchingham village hall

- All over 80's done
- Over 75's being done
- Over 70's being booked in this week
- Care home residents 50% done and continuing

This prompted a discussion on the running of the centre and the glitches that have occurred since the army's help has been withdrawn. Libby stated that the problems have been caused by the centre getting an unexpected double vaccine delivery to increase vaccination rate in line with other centres, which inevitably had a knock-on effect.

Libby also explained that centres that are GP led, book appointments using a different system, generally phoning patients, whereas bigger centres use call centres, this is why patients of different surgeries get different booking experiences.

Libby informed the meeting of new members of staff, Warren a Paramedic who joined the practice in January, and two new members of admin Jess and Charlotte. Two retirements Anne, Receptionist and Rachael, Reception Manager. She also elaborated on the impending retirement of Dr McNeilly in March.

All Dr McNeilly's current patients will be allocated to one of the other partners, it will still be able to book appointments with any doctor. The new GP, Dr Ed Dawton will join the practice in May

6. Finance

No change

7. HAIRE project

Jenny provided an update on the HAIRE project. The volunteers have begun interviewing people and Jenny herself has done 5 interviews. Martine is also involved. The project continues to look for people to interview with a target of those over 60 who aren't working. Some members indicated they may be able to nominate a few potential interviewees.

8. Patient issues

None raised

9. AOB

None

Next meeting: Monday 1st March 2021 7pm