



Minutes of the PPG Committee Meeting held on Monday 3rd
April 2023 at 7pm at Battle Health Centre

	Item		ACTION
1	Attendees	Martine Blaser-Smart (Chair) Jenny Daniels (Secretary) Libby Looseley (Practice) Alison Sarson Sally Slyfield (PPG Facebook admin) Sue Peters Elodie Lanworn (PPG Facebook admin) Lisa Wallace Janet Stone David Faithful Sarah Beighton Amanda Baldock-Apps Karen Collier-Keywood Keith MacPherson John Schultz	
2	Apologies	Steve MacDonald (PPG Facebook admin) Chips Bishop Tanja Conway-Grim	
3	Welcome	The new Chair Martine welcomed everyone to the first face-to-face PPG meeting since Lockdown and outlined the role of the PPG. The Chair invited all those present to consider how the PPG could promote Health in the community which will be an agenda item at the next meeting in June. It was noted that the group need more younger members and a strategy to promote the PPG as a channel for the community to feedback to the practice. It was also noted that the group should have a link with the Darvell community.	June meeting agenda item Health in community
4	Practice update	Libby Looseley gave the Practice Update in the absence of Emma Chapman (Practice Manager) who will attend PPG meetings in future. RECRUITMENT:	

		<p>A receptionist has recently been appointed and has settled in well. Libby is working with the "Accelerate" programme to help manage the heavy workload and to increase efficiency which involves staff focusing on one task at a time rather than multi-tasking. The Practice is learning to work differently with the use of E-Hub, self-care and care navigation all being promoted to manage increasing patient demands.</p> <p>REVIEW OF WEBSITE: The Practice website is being refreshed and feedback is invited.</p> <p>NEW SURGERY: A planning decision is expected in June 2023. In the meantime the number of private houses to be built on the site has increased from 16 to 22. The expected date of completion of the surgery is January 2025. The Lease on the present Oldwood surgery expires at the end of this year therefore negotiations will be necessary.</p>	
5	Visit of CMO	<p>Professor Sir Chris Whitty (Chief Medical Officer for England) visited East Sussex on the 23rd March and spent 90 minutes in Robertsbridge with a visit to Oldwood Surgery to meet with Drs Sewell and Davey and also time in the village hall on a Warm Space day enjoying 'soup and a roll' with local people. He then went on to a presentation in Bexhill on the recent HAIRE (Healthy Ageing in Rural Europe) project which focused on Robertsbridge as a typical rural village researching into Healthy Ageing and the wellbeing of people over 60.</p>	
6	Patient issues	<p>Some patients had commented about the long wait for appointments - up to 3 weeks. Libby explained that this is an area of focus for the Practice and that long waits are likely to be for non-urgent appointments. The focus on managing the high demand for appointments includes using the Paramedic for triage, the receptionists for advice, using Engage Consult, telephone consultations as well as face-to-face consultations. It was noted that there is a danger that people who are less articulate and less able to navigate the various options may be vulnerable to a lesser service going forward. Libby reassured the group that this is not the case as the receptionists will guide patients through the options and patients have a choice as to which option they want to use.</p> <p>It was also noted that a script from the surgery to Boots the Chemist can take several days before the medication</p>	

		is ready. Libby said she would look into the case and feedback directly to the patient. There can be a number of factors involved including medication shortage, delay in GP signing and staffing shortages at the pharmacy.	
7	AOB	<p>DEFIBRILLATORS: It was agreed that the PPG should promote the locations of the local Defibrillators in the village and organise training sessions on 'how to use'</p> <p>NHS SUSSEX : HALF DAY WORKSHOP: On Tuesday 9th May there is to be a half day workshop 10 am to 1 pm (venue TBC) on bringing the voice of the patient into PCN (primary care networks) and PPGs are seen as "the key enabler" in getting feedback from patients back to the NHS. This date is for East Sussex and there will be similar workshops in West Sussex and Brighton & Hove. As soon as a venue is announced we will circulate and if any PPG members wish to attend please let Libby know.</p> <p>DNA - did not attend Libby reported that during February there were 59 DNAs (did not attend) for face to face appointments. This is about 3% of all appointments.</p>	Organise Defibrillator training sessions
8	Date of next meeting	THURSDAY June 1 st 7pm at the ROBERTSBRIDGE CLUB Station Road, Robertsbridge.	