



Minutes of the PPG Meeting held on MONDAY 27TH NOVEMBER
2023 at 7pm at ROBERTSBRIDGE CLUB

	Item		ACTION
1	Attendees	<p>Martine Blaser-Smart (Chair) Emma Weller (Practice Manager) Jenny Daniels (Secretary) Elodie Lanworn (PPG Facebook admin) Keith MacPherson (Treasurer) Karen Collier-Keywood John Schultz Stephen Hardy Janet Stone Lisa Wallace Sara Stonor Amanda Baldock-Apps David Faithful Sarah Beighton Sally Slyfield Julie Watson (Business Manager Rural Rother PCN) Emily Lou (Digital & Transformation Lead Rural Rother PCN)</p>	
2	Apologies	<p>Steve MacDonald Alison Sarson Sue Peters Annette Hawkins Chips Bishop Sue Lindsay</p>	
3	Welcome	<p>Martine welcomed everyone to the meeting including two visitors from Rural Rother PCN Julie Watson, Business Manager and Emily Lou the Digital & Transformation Lead who were invited to take the first slot on the agenda for time efficiency.</p>	
4	PCN reps	<p>Julie gave an overview of PCNs (Primary Care Networks) saying they were groupings of local general practices who can share staff and collaborate while maintaining the independence of individual practices. Rural Rother PCN includes Oldwood and Battle surgeries, Northiam surgery, Rye Medical Centre, Sedlescombe and Westfield surgeries, Martins Oak, Ferry Road Health Centre and Fairfield Surgeries. Julie explained that the surgery teams work together to share expertise and resources and develop new services with an overall vision to continue to</p>	

		<p>improve the quality of care that reflects the needs of the patient population.</p> <p>Julie described the work being carried out in Rural Rother PCN into data analysis to expose inequalities in health provision and to focus on prevention. Emily explained her role as looking specifically at Rural Rother data, comparing with national data, to identify gaps and adjust the model to the rural environment. It was acknowledged that the model of sharing resources in a rural area poses challenges for both patients and practitioners due to the long distances between surgeries. We were assured that this challenge is being met by Rural Rother PCN and the traditional model of GP practice continues to be provided in our area.</p> <p>Emily emphasised the focus on promoting the NHS app to patients and Martine confirmed that the PPG had plans to support the patient community in Robertsbridge and Battle with NHS app workshops/drop-ins to help patients' set-up the app and start to use it. It was agreed that the PPG and PCN would benefit from close working on this roll out.</p> <p>Emma confirmed that the Robertsbridge & Battle surgeries had recently 'gone live' with the NHS app giving access to patient records. However, it came to light that not all PPG members had received the TEXT from the surgery announcing this development. Emma agreed to investigate further and since the meeting has found that some messages were received and read on the NHS app in which case a TEXT message would not be sent. However, we understand that if the message remains unread on the NHS app, then a TEXT message would be sent.</p> <p>Julie and Emily were thanked for their presentation and left the meeting.</p>	<p>PPG/PCN to collaborate re NHS app roll out to patients</p>
5	Minutes of last meeting	The Minutes of the last meeting held on 5 th September 2023 at Battle Health Centre were agreed as accurate.	
6	Flu clinics	<p>It was agreed that the Flu Clinics in both Robertsbridge and Battle had gone smoothly this year and even more efficiently with minute-by-minute appointments. Martine thanked the PPG members who had volunteered and helped to run the sessions. Emma confirmed that positive feedback had been received from patients.</p> <p>The issue was raised that payment for the hire of the Robertsbridge Village Hall as the venue for the Flu Clinics was not appropriate as this was a health requirement which benefits the whole community of the local area. It was agreed that a letter should be sent from the PPG to</p>	

		the Village Hall Committee (with a copy to the Parish Council) expressing the disappointment of the PPG with the Village Hall Committee that a charge is made for the hire of the hall for such a purpose. Jenny Daniels agreed to draft a letter to the Village Hall Committee and send to Martine (Chair) and Emma (Practice Manager) prior to sending.	JD to draft letter to Village Hall Committee
7	Update on new surgery	<p>Emma gave the update on the new surgery as follows:</p> <p>It is hoped that the planning application will be approved shortly. The revised housing plan is being submitted by the developers and the independent financial report is due to be sent next week.</p> <p>Regarding the funding, the initial request for CIL (Community Infrastructure Levy) is being considered on the 11th of December. If this is successful, we will be invited to submit a full bid. We will expect to hear the outcome by March 2024.</p> <p>Regarding the Lease on Oldwood Surgery - negotiations on an extension beyond 24th December 2023 continue and no outcome has yet been reached.</p>	
8	PPG ACTION PLAN	As Martine has been away supporting family the Action Plan has not been updated. To be put on the next agenda in January 2024	Action Plan on Jan 2024 agenda
9	Patient issues	<p>An issue was raised where a teenager with abdominal pain was unable to get an appointment at the surgery and was signposted to A&E. Emma confirmed that this was the correct protocol to follow.</p> <p>The issue regarding delay in getting medication due to prescriber needing sign-off from a GP and then script getting to pharmacy was raised once again. There can also be further delay if pharmacy is 'out of stock' of medication. Emma agreed to look into specific case raised.</p> <p>An issue was also raised regarding the response of a receptionist and Emma took note of this case and agreed to look into the situation.</p>	
10	AOB	It was agreed that PPG budget should be used to download and print off copies of the NHS leaflets brought by Emily regarding the NHS app and then distributed to clubs and venues in and around Robertsbridge and Battle.	
11	Date of next meeting	Monday 8 th January 2024 7pm at Battle Health Centre	