



## Minutes of the PPG Meeting held on Monday 8<sup>th</sup> September 2025 at 7pm at Battle Health Centre

|   | Item   |  | ACTION                      |
|---|--|--|-----------------------------|
| 1 | Attendees  | Martine Blaser-Smart (Chair)<br>Jenny Daniels (Secretary)<br>Keith MacPherson (Treasurer)<br>Libby Looseley (Practice Business Manager)<br>John Schultz<br>Sue Peters<br>Stephen Hardy<br>Sally Slyfield (social media admin)<br>David Faithfull<br>Gail Knowles<br>Sue Lindsay<br>Peta Hampshire<br>Sara Stoner             |                             |
| 2 | Apologies  | Karen Collier-Keywood<br>Steve MacDonald<br>Alison Sarson<br>Elodie Lanworn (PPG Facebook admin)<br>Janet Stone<br>Amanda Baldock-Apps<br>Sally Pitman<br>Paul Pitman<br>Chips Bishop<br>Sarah Beighton<br>Heather McNay   |                             |
| 3 | Welcome  | Martine welcomed everyone to the meeting and apologies were given.   |                             |
| 4 | Minutes of the meeting held on 7 <sup>th</sup> July 2025 | All points to be carried forward appeared on the agenda for the meeting.   |                             |
| 5 | Treasurers Report  | Keith reported that £947.93 was the balance of the PPG account. Martine added that the Parish Council had kindly made a donation of £200 towards the printing of the leaflet which David Faithfull had compiled on behalf of the PPG. The PPG will send a letter of thanks to the Parish Council for their helpful donation. | Letter of thanks to be sent |



|    |   |  |                                      |
|----|---|--|--------------------------------------|
| 11 | DNA<br>Patients who fail to attend appointments   | The monthly stats for the last four months are as follows:<br>May 116, June 33, July 103 and August 96<br><br>It was agreed that not much improvement is being made.   | Libby to discuss with Practice       |
| 12 | AOB<br><br>BUBBLE TOOLKIT<br><br>HOSPITAL PRESCRIPTIONS<br><br>PIFU<br><br>TABLE TENNIS<br><br>WINTER HEALTH & WELLBEING EVENT<br><br>MENOPAUSE EVENT | Libby shared that a care navigation/signposting "Bubble Toolkit", software used by the Practice, will become live in October. It gives instructions to the receptionists on how to manage each appointment request including directing to the pharmacy and/or other providers as well as specifying the urgency and whether the patient should see a GP or nurse. The decisions in the toolkit were set up by Andrew so it is GP led.<br><br>It was stated that medication prescribed by a hospital doctor cannot always be repeated by a GP as the GPs can only prescribe medication that is on the East Sussex Formulary and specialist medication needs to continue to be prescribed and monitored by the hospital.<br><br>A patient had reported that a letter received from the Conquest Hospital had referred to the acronym PIFU and had not known its meaning. PIFU is short for PATIENT INITIATED FOLLOW-UP and is when a patient initiates an appointment when they need one, based on their symptoms and therefore negates the need for routine appointments when they are not needed. The approach is seen to empower patients to manage their own condition. Patients are usually given clear guidance on symptoms that warrant a PIFU appointment and how to contact the healthcare team when needed. The patient involved was supported with the letter.<br><br>Table Tennis tuition is offered at Claverham on Saturdays and is open to all at a very affordable cost. Details have been passed to the Social Prescribers at the surgeries so they can pass the information on to those patients who they feel may benefit from the activity.<br><br>On Tuesday 30 <sup>th</sup> September 2025 there will be a Winter Health & Wellbeing event run by Rural Rother PCN from 10am – 2pm at Hazel Lodge Care Home in Battle. Open to all but please book your place on 01323 921550.<br><br>A menopause support meeting will be held on Tuesday 7th October 2025 from 6pm – 8pm at Hazel Lodge Care Home in Battle. |                                      |
| 13 | DATE OF NEXT MEETING: AGM   | The next meeting will be the AGM which will take place on Monday 10 <sup>th</sup> November at 7pm in Robertsbridge – venue to be confirmed. Martine has arranged for Dr Sarah Jacques who is a GP to give a talk on Outreach in the community.<br><br>There will also be a promotion from the ONE YOU team.  | All PPG to note date and time of AGM |