Oldwood Surgery & Battle Health Centre **Patients Participation Group**

Minutes of the PPG Meeting held on Monday 6th July 2026 at 7pm at the Robertsbridge Club

	Item		ACTION
1	Attendees	Martine Blaser-Smart (Chair) John Schultz (Vice Chair) Jenny Daniels (Secretary) Libby Looseley (Practice Business Manager) Karen Collier-Keywood Alison Sarson Steve MacDonald Stephen Hardy Gail Knowles Sally Pitman Amanda Baldock-Apps Janet Stone	
2	Apologies	Keith MacPherson (Treasurer) Elodie Lanworn (PPG social media admin) Sally Slyfield Sarah Beighton Sue Peters David Faithfull Sue Lindsay Sara Stoner Peta Hampshire Chips Bishop	
3	Welcome	Martine welcomed everyone to the meeting and apologies were recorded.	
4	Minutes of meeting of 11th May 2026	It was acknowledged that, following the last meeting, Libby wrote to PPG members with responses to issues raised on 'emergency medical equipment' and also on 'unwanted medication'. Steve also produced a set of instructions on "Putting Your emergency info on your android and Apple phones" which was attached to the Minutes and distributed to PPG members. All other items carried forward from the previous meeting were on the agenda for the meeting.	
5	Update on new Health Centre	Libby gave an update on the progress of the new Health Centre and was able to confirm that the site has now been cleared and it is expected that the building work will begin shortly with a possible completion date by Autumn 2027. The PPG were delighted to hear this news.	

		Libby also announced that the Practice Manager vacancy had been filled by Gemma Horwill, a long-standing member of the team at Oldwood surgery, and that it is hoped that Gemma will move to her new post shortly and attend the September meeting of the PPG. Libby reported that a CQC inspection is expected at some point by the Practice as the last one was carried out in 2016. PPG members may be contacted by the CQC as part of their evidence collection prior to inspection and Libby will contact all PPG members to make sure they are happy to be named on the contact list of PPG members. Libby raised the issue of the "Respect" form and confirmed that this document (which sets out the wishes of the patient particularly with regard to DNR) is placed on medical records. The outcome of the discussion was that patients should keep this document close to hand and take it with them when they are moved from home to hospital or other residential setting. It is also useful to ensure family members are aware of your wishes as they are typically the first to be contacted in the event of an emergency. It was reported that not all eligible patients received an invite to the Spring Covid clinics and Libby explained how the lists of eligible patients are produced. It was acknowledged that a private organisation is commissioned by Sussex NHS ICB to create report templates for the practice to run in-house to extract the names of eligible patients. This report was incorrect & patients were therefore missed. By the time the report was corrected, the clinics were full. Patients were therefore directed to the pharmacy or missed having their Covid vaccinations. This year's flu/covid clinic is being managed by nurse, Beckie, so Libby will ensure she is aware of this & the PPG's feedback that they feel it's important all eligible patients are invited.	Libby to check with PPG members
6	The Booklet update	Martine confirmed that distribution of the Booklet is going well and is being promoted in the July edition of The Villager in Robertsbridge. Martine will also look into the promotion of the Booklet in The Messenger which is distributed in and around Mountfield and Dallington and also The Hurst the village publication for the Hurst Green area.	
7	Patients' Issues	The issue was raised regarding hospital prescribed medication and how to facilitate repeat prescriptions from the GP surgery. Libby shared the process as described by Dr Sewell: • all hospital documents are reviewed by a GP. The intended process is that any medication changes in a letter are then made by the GP reviewing the letter, provided they are on the Sussex GP Formulary (if not, the hospital consultant will continue to prescribe). • When the new medication is added to a patient record, this may not be visible on the patient-facing NHS App repeat prescription. This will be the case until it is issued for the first	

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<td>time. Therefore, on the practice side the script is visible/on the prescription, but a patient cannot order it from the NHS app.
• A patient can put in a request for a medication (not the one they want) and the write on the app request 'not needed but need medication 'x' from hospital appt'. The GP then reviews and makes changes.
• We recognise that this isn't ideal but is a way around the shortfalls in the NHS App. We will add this to our next clinical team meeting to discuss with the GPs to check they're all working in the same way.

Steve raised a concerning issue that had recently circulated on Robertsbridge Family Info Facebook page regarding the service at the pharmacy on Robertsbridge High Street. It was alleged that incidents of wrongly supplied medication had happened on at least four occasions. The PPG acknowledged that these incidents potentially placed patients at risk and the PPG felt they had a responsibility to raise this issue directly with the ICB for further investigation.

Janet raised an issue of difficulty in obtaining early repeat prescription medication when going on holiday. The pharmacy advised her that the prescription had been refused. Libby agreed to look into this situation and contact Janet directly.

Sally gave positive feedback from new residents to the village who were extremely satisfied with the service they had received from the Practice (including receiving a copy of the Booklet)</td>
<td>PPG to contact ICB regarding allegations of wrongly supplied medication

Libby to contact Janet</td>
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<td>DNA</td>
<td>There was no new data available to the meeting on patients who fail to attend appointments. Libby provided the details for the minutes:

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<tr><th><u>2026</u></th><th>Mar</th><th>Apr</th><th>May</th><th>June</th></tr>
<tr><td>No. of patient's that DNA's</td><td>97</td><td>97</td><td>93</td><td>104</td></tr>
<tr><td>DNA Rate</td><td>1%</td><td>1%</td><td>1%</td><td>1%</td></tr>
<tr><td>Nurse</td><td>58</td><td>58</td><td>46</td><td>23</td></tr>
<tr><td>Dr</td><td>37</td><td>37</td><td>42</td><td>61</td></tr>
<tr><td>Other</td><td>2</td><td>9</td><td>10</td><td>11</td></tr>
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<td>Any Other Business</td>
<td>Martine gave feedback from a recent meeting she had attended with other PPGs in the PCN area. Martine reported that at another local surgery, PPG members are used as volunteers in the surgery to support dispensing staff in handing out prescriptions and also to make phone calls from the surgery to patients who may benefit from BP checks. Steve added that a NDA is usually signed by the volunteer to ensure confidentiality is respected at all times. Libby has spoken to the ICB's Data Protection Officer about this previously and was advised that this was not possible. Data protection rules are strict and volunteers are not under the same ramifications of losing their jobs or being struck off the registers of their professional bodies (e.g. British Medical Association for GPs</td>
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		and the Nursing & Midwifery Council for nurses) should they share confidential information inappropriately. Martine had been made aware that Crowhurst is part of the Battle surgery catchment area and the Defibrillator in that village should be added to the Defibrillator list. John mentioned that the upper Langham Road residents are raising funds for a Defibrillator to be sited in their area. Steve suggested checking the National Defibrillator register to check for other new defibs in the area. The Grief and Loss group continues to be well attended and takes place at The Ostrich in Robertsbridge.	Crowhurst to be added to Defibrillator list
10	Date of next meeting	The next meeting of the PPG will take place on Monday 7th September 2026 at 7pm at the Battle Health Centre.	All PPG members to note