

**BUXTED, EAST HOATHLY & MANOR OAK PATIENT PARTICIPATION GROUP (PPG)**

**FINAL DRAFT Minutes of PPG Annual General Meeting (AGM) held on Monday 3rd July 2023**

**7pm at Buxted Medical Centre**

**PPG Members Present**: Bob Ruthven (Chair), Alison Ledward (Acting Vice Chair) Stephanie Newman (Acting Secretary), Martin Ensom, Lynne Fraser, Gina Cuthbertson and Linda Mason

**In Attendance from the surgery: Dr Wright, Charlotte Luck, Jo Matthew’s and Annabelle Garnham.**

**Attendance from the public of 23 (Attendance/sign in sheet)**

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|  | **TOPIC** |  |
| 1. | **Introduction and Welcome:**  Bob Ruthven (Chair) welcomed everyone to the meeting.  Chair explained to those present the purpose of the Patient Participation Group (PPG), explaining the PPG represents all registered patients of the practice across the three medical centres and patients are automatic members.  The PPG is run by a Committee of volunteers elected by the AGM and unfortunately the Pandemic had not made this meeting possible until now.  There are 12 committee members with the aim of attempting representation across all 3 sites.  Its purpose is to provide a link between patients and the practice looking at current issues, patient experiences, reviewing responsiveness and quality of service. Acting as a critical friend to support the practice to improve services where necessary.  The Chair said the detail of this was in the PPG constitution, of which copies were made available at the meeting. |  |
| 2. | **Apologies for absence:**  Jonathan Walker. |  |
| 3. | **PPG Annual Report:**  Alison Ledward (AL) read out the Chair’s Annual Report, a copy of this is attached at Appendix 1.  A key mention was given to members who had stepped down from the committee, Stephanie Mckenzie-Hill, Vanessa Biggs and Linda Pugsley with thanks for all their support and contribution to the PPG.  A special thank you was given to Linda Pugsley who was present to thank her for her years of service to the PPG in many roles and in particularly chairing the group and keeping the PPG going strong through the Covid pandemic. A bouquet of flowers was then presented to Linda.  AL noted the role of ‘rolling chairs’ every 3 months to support the face to face meetings and PPG work programme, the Chairs over the past 12 months were Alison Ledward, Jonathan Walker, Lynne Fraser and Bob Ruthven.  Key areas of work this year and ongoing:   * Reinstating PPG Health Awareness Displays post Covid. * PPG Newsletter. * Social Media communication – PPG Facebook site. * Updated PPG Constitution. * Launch of the new PPG survey – Focus on the updated telephone   system introduced in January.   * PPG Recruitment Drive, resulting in 3 new members, welcome to Martin Ensom, Linda Mason ans Gina Cuthbertson. * Working through the PPG Committee with Dr Perry, (G.P representative) Charlotte Luck (Practice Director) and her team. * Supporting the Practice with their Care and Quality Commission (CQC) work programme, noting their achievement in obtaining a ‘good’ grade. |  |
| 4. | **Re-election of Existing Members to the PPG Committee:**  AL explained the procedure of re-election, each committee member was asked to give a short introduction of their background and experiences.  Approval was given via a show of hands and the full existing committee was duly elected. |  |
| 5. | **Election of New Members to the PPG Committee:**  Nomination forms had been made available across the 3 surgery sites and at the AGM.  Two new nominations had been received.  The nominees were asked to give a 2 minute presentation to the AGM on their background and experiences, this was duly done.  Approval was then given via a show of hands.  The new members were agreed and Michael Batchelor and Jean-Mary Crozier were welcomed to the committee. |  |
| 6. | **Guest Speaker – Angela Hatcher**  Angela Hatcher (AH) introduced herself as the Senior Public Involvement Officer for East Sussex. AH said this was the first PPG AGM she had attended in four years working for NHS Sussex.  Her aim is to involve the public, as it is your health service, and PPG engagement is key. AH also in her role supports Brighton and Hove and West Sussex Health systems.  There are ‘support’ forums across Sussex that meet and there is a quarterly steering group overseeing this work programme.  AH noted that our facilities here at the Buxted medical centre are great as are the team and this was reflected with the CQC assessment and report with the rating going up two levels which is unprecedented.  AH discussed the 75th NHS birthday and across Sussex we need an NHS fit for purpose.  AH welcomed our PPG involvement on ‘socialising the Strategic Delivery Plan, and to help to choose priorities.  https://www.sussex.ics.nhs.uk/our-work/our-plan-for-our-population/  The Chair thanked AH for her presentation. |  |
| 7. | **Update on the Practice – Charlotte Luck Practice Director**  Charlotte Luck (CL) gave a full presentation titled “Progress is Impossible Without Change” to the meeting on the Practice work programme.  CL identified the significant challenges faced both at National and Local level in delivering their vision and ambition. Recognising the strong commitment of the team to support their ambition to be the best practice in the UK.  And their mission is “to place patients at the heart of all we do recognising that every patient matters”.  The team are working exceptionally hard to deliver this, to aim:   * To be a Centre of Excellence. * Delivering high quality care to all. * Improving wellbeing and health outcomes. * Recognising the need to balance demand and resources. * Investing in staff, developing skill and knowledge, focus on clinical and reception staff.   CL informed the meeting of the considerable challenges for General Practice, post covid and with scarce resources available. Models to support the provision of urgent care had been put in place with the introduction of Paramedics to support the team in delivering acute care to patients where appropriate.  New systems are also in place to support the telephone system process and electronic communication access, for example e-consult.  New equipment has been provided this year to support patients with ECGs and for asthma patients.  The Care Quality Commission has rated the practice “good” and the team are committed to continuous improvement going forward.  Presentation slides are available at Appendix 2 |  |
| 8.  Q  A  Q  A  Q  A  Q  A  Q  A | **Dr Wright and Charlotte Luck Question and Answer (Q&A) Session**  Dr Wright thanked the PPG committee for their hard work and commitment and for putting on the AGM.  The PPG committee had made available Q&A sheets for this session.  ***“Why when you ring at 8am you hang on and you are say 12th in the queue? How can that be at 8am?”***  CL explained they can see the number of calls come through and can be 50 patients at 8am. There can be 1000 calls a day. Previously there would be 25 patients in each queue at each site, now combining the call answer personnel across the sites, helps increase resources available.  ***“Why before every call do we have to listen to a dreary voiced male telling us how busy the NHS is?***  CL explained there is a choice of 15 voices and “Josh” is the best of them.  CL will look into what the message is saying and the concern raised re repetitiveness of the message.  Norman Pugsley raised concern that people cannot wait for a callback if on the train or at the school gates.  CL recognised the difficulties and that there are challenges, however, it  was acknowledged that children under 5 will always be prioritised as a face to face appointment.  ***How to retain staff and make new ones, especially nurses have safe and adequate induction/mentorship to ensure patient safety and their own mental health?***  CL and Dr Wright explained there are induction programmes and shadowing of staff.  On a Wednesday there is protected time for teaching.  Compulsory training is in place and thank you events e.g. Afternoon Tea for staff has taken place to thank staff for their hard work and efforts.  ***What is the situation on the annual reviews (ARs) with the emphasis on prevention?***  CL and Dr Wright explained they are still maintaining the ARs but this relies on nursing staff and new staff require training.  CL said they are encouraging self-care and a new lead nurse has started today and new nurses are starting soon too, to help support this area of work going forward.  ***Hard pressed receptionists triage patients which is a responsible job but paid a minimal wage?***  CL explained they recognise the sterling job that the reception staff have to do as the ‘shop window’ of the practice. That they have a Dr or a paramedic support the staff with triage and signposting patients to the appropriate care pathway, for example Mental Health or Muscoskeletal services. |  |
| 9. | **Close**  The Chair closed the meeting thanking the G.P’s and their practice staff for their efforts. The Chair thanked all for attending. |  |