



## **Minutes of the Patient Link Group, HHC 28 January 2019**

### **1 of 2019**

**Present:** Lynn Bowman (Chair), Helen Walsh (Deputy Chair), Dr John Simmons Andrea Wharam, Sue Barrell, Lynda Primrose, Bea Simmons, Jo Halfhyde, Ralph Olsen (visitor from Bridgeside PPG), Janet McInnes

**Apologies:** Jo Angear, John Morton (Hailsham Medical Centre) and Anne-Marie Ricketts (new member)

**Secretarial support** – Janet McInnes

### **1. Minutes**

The minutes of the meeting held on 19 November 2018 were agreed.

### **2. Actions**

Membership Update – there are three people, Donna Bernard, Karen Richmond and Vicky Woodthorpe who are interested in joining Patient Link. As they may not be able to attend meetings regularly, they will become virtual members and remain in contact via email. Pete Sheppard sent Lynn his apologies and said he would not be able to attend in future due to family commitments; Lynn also offered him to remain as a virtual member.

It was proposed that the minutes of Patient Link meetings be posted on the HHC web site – Bea will investigate this and report to the next meeting.

Hailsham Active – the programme has started in Herstmonceux and is meeting in the Great Space at 6.30pm on Fridays until the weather is better and the evenings are lighter. The meetings will then move to Herstmonceux Recreation Ground.

Awareness Days – the Stress Awareness event is in April and National Fitness in September. Nicola Hone, the new Practice Manager, will lead events on these days with support from Patient Link.

Ralph Olsen reported that Bridgeside PPG is supporting the following issues: -

- a lottery bid by 3VA for the Foodbank for Hailsham Hub
- social prescribing to reduce loneliness
- improving the paths at Hailsham Recreation Ground for better access for outdoor activities which have good health benefits

### **3. The Long Term NHS Plan**

- Extra money has been promised but no specific programme is in place yet.

### **4. The Frome Project**

Details of the project can be found at:

<https://www.youtube.com/watch?v=Impos4woenQ&feature=youtu.be>

- the CCG is undergoing a restructuring programme at present and so the meetings to assess the needs of local people have been put on hold until the process is completed.

### **5. Practice Update**

Dr Simmons updated members re staff changes: -

- Nicola Hone will start as the new manager on 1 February 2019. Nic will join the PLG as a member in place of Mel (although of course Mel is always welcome).
- Lizzie, the Lead Nurse has started at HIHC.
- A new trainee doctor will join the practice in August 2019.
- The new office space on the ground floor has been completed
- A new Team Leader and one new receptionist have been appointed.

### **6. The Practice Newsletter**

- The newsletter was informative and well received by patients.
- The deadline for the next edition is 20.02.19 – please contact Lynda.
- A report detailing the articles scheduled for the next newsletter and the deadlines was circulated to the committee.

### **7. Patient Feedback Update**

- No further updates since last month.

### **8. CCG PPG Group**

- 15 Practices attend the group meetings.
- A recent topic is the proposed review of the 111 service, including patient accessibility to information, patient complaints etc.
- Patient Liaison Service offers a site for feedback/comments from patients on NHS services.
- The NHS uses significant expenditure on printing envelopes with NHS logo; is this an appropriate use of funding?
- Please email Lynn with questions/comments on any issues relating to NHS services.

## **9. GP Appointments at Evenings and Weekends**

- East Sussex Better Together can provide information on where appointments can be arranged outside of normal health centre opening hours.

## **10. Any other Business**

- A Red Box collection box for sanitary towels will be placed in the waiting room of HIHC.
- A question was raised on whether it was possible to have diabetic and stroke support groups at HIHC. Dr Simmons advised the Patient Link that there was insufficient funding to set up these groups at present. It was suggested that it may be possible to set up group sessions in the future – more information as available.
- The Chairman thanked Ralph for attending and for his contribution to the meeting.
- The Chairman reported that John Morton, from Hailsham Medical Centre, had written to the CCG about the funding for ear irrigation as this procedure will cease in March 2019. The NHS will no longer offer this service to remove ear wax as it can sometimes cause ear infections. The alternative procedure is micro suction, but this is not available on the NHS. It was suggested that there should be a report on these changes in the summer newsletter.

## **Dates of next meetings**

7pm Monday 18 March 2019

7pm Monday 29 April 2019