



## **Minutes of the Patient Link Group, HHC 19 November 2018**

### **9 of 2018**

**Present:** Lynn Bowman (Chair), Helen Walsh (Deputy Chair), Dr John Simmons  
Andrea Wharam, Sue Barrell, Lynda Primrose, Bea Simmons, Leslie Green,  
Janet McInnes

**Apologies:** Jo Angear, Peter Sheppard

**Secretarial support** – Janet McInnes

### **1. Minutes**

The minutes of the meeting held on 24 September 2018 were agreed.

### **2. Actions**

Hailsham Active – there is a volunteer who is interested setting up the scheme in Herstmonceux. Helen will report with more details at the next meeting.

Quintin's Practice – following the suggestion at the July 2018 Committee Meeting that Patient Link could collaborate with other PPGs in the area, Lynn has met with the manager of the Quintin's Practice. However, the PPG at the practice has been dissolved, and until a new PPG is set up, they will not be able to collaborate with Patient Link.

Other Practice Involvement - Bea reported that both Hailsham Medical Group and Bridgeside PPG are interested in working With Patient Link and a meeting is planned to progress this proposal.

### **3. Practice Newsletter**

Lynn thanked Linda for all the work on the updated newsletter which has been circulated to patients. The content is very good with contributions from the Practice and Patient Link. Any items for the next newsletter should be sent to Linda.

The content of the spring newsletter will be discussed at the January Committee Meeting.

### **4. Friends and Family Survey**

- 257 feedback responses were received - there were approximately 76 comments – all praising the Health Centre and saying it was excellent and effective and that they would not change anything.
- Other comments included were (any feedback from Dr Simmons in italics):  
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- i. Open the doors when there is a big queue – *this is being discussed at the practice.*
- ii. More nurses who can see patients and deliver basic treatments - *the practice is being restructured with more nursing staff*
- iii. More on the day bookable slots via patient access – *this may not be practical as it would mean that electronic bookings would have priority over telephone bookings. Not all patients are able to make electronic bookings.*
- iv. Cannot get through for test results gave up on phone after 30 mins – *this will improve with more staff, but patients could be encouraged to use the on-line service to see their test results.*
- v. Car park, steep slopes, steep steps are so difficult to negotiate entering/ exiting the surgery – *patients should be made aware that it is possible to use the lift to access the waiting room.*
- vi. Great to test blood pressure but I didn't know if it was good or bad, so a chart would be good - *an information chart will be displayed near the machine.*
- vii. Video appointments – *this is a long-term aim but will not be available yet.*
- viii. For doors to open at 8.15am – *this is being discussed, see point (i)*
- ix. Nothing really although a patient's coffee machine might be popular – *this would create Health and Safety issues and more work for the staff.*
- x. Wider access to car park? – *there is an increase in allocated spaces.*
- xi. To have blood tests done on same day – *urgent tests can be done on the same day. The practice is also discussing whether it is possible to have two courier collection times at the practice which would improve the availability of blood test appointments.*
- xii. Health care great, far too many text reminders had 5 re flu jab – *there were problems with the supply of flu vaccines this year, and so some appointments had to be rearranged.*
- xiii. Doctors, nurses, receptionists - all staff - 100% wonderful, but from time to time my prescriptions aren't issued correctly, a bit of 'mare' - *staff are receiving extra training.*
- xiv. Some of the black chairs in the waiting area have loose backs/seats (might be suited the "one size fits all") – *the chairs are ergonomic and the backs are meant to move.*
- xv. Text on same day as appointment rather than two days in advance.

It was suggested that information on a number of these points could be included in the next newsletter.

## **5.The Frome Project**

Details of the project can be found at:

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

Dr Simmons will be meeting with the Locality Group and Community Connectors on 20 November 2018 and he will report to the January Committee Meeting.

## **6. Practice Update**

Dr Simmons updated members re staff changes: -

- The Practice Manager, Mischa Butler, has left the practice and Nicola Hone will start as the new manager on 1 February 2019.
- Lizzie, the Lead Nurse will have additional hours.
- The trainee doctor leaves in February 2019.
- The ground floor room formerly used as storage is being converted to office space.
- The practice is advertising for two more reception staff.

## **7. PPG Forum Log**

- A copy of the EHS PPG Forums Action Log was circulated to the committee members.
- It was noted that not all the issues were relevant to Herstmonceux, but the Patient Link could help inform patients via the newsletter.

## **8. Kings Fund Education on NHS**

- This service provides free information for PPG members on NHS services, finance and history.

## **9. Any Other Business**

- Sue informed the committee that the Shaping Health and Care Report had made positive comments about the practice in Herstmonceux.
- There had also been good information about Social Prescribing, pharmacies, NHS and Arthritis Action Groups. She suggested that a Precis Report of the information could be made available to Patient Link.
- Dr Simmons praised the work of Patient Link and looked forward to increased co-operation with the committee after the restructuring of the practice.
- Bea will be the practice representative on the Vitality Villages Committee again.
- She also proposed that in order to maintain stronger links with other practices in the area, the managers of Bridgeside and Hailsham Medical Group should be invited to the January Committee Meeting.

## **Dates of next meetings**

7pm Monday 28 January 2019

7pm Monday 18 March 2019

7pm Monday 29 April 2019