



Minutes of the Patient Link Group, HIHC 18 March 2019

2 of 2019

Present: Lynn Bowman (Chair), Helen Walsh (Deputy Chair), Sue Barrell, Lynda Primrose, Bea Simmons, Nicola Hone (Practice Manager), Kevin Warner (new member), Janet McInnes

Apologies: Jo Angear, Jo Halfhide, Dr John Simmons, Andrea Wharam

Secretarial support – Janet McInnes

Lynn welcomed Nicola Hone, the new HIHC Practice Manager, and Kevin Warner to the Patient Link Group.

1. Minutes

The minutes of the meeting held on 28 January 2019 were agreed.

2. Actions

Membership Update – Lynn had met with Vicky Woodthorpe and Anne-Marie Ricketts who will attend the summer meetings of the Patient Link.

Awareness Days – the Stress Awareness event is in April and Nicola Hone informed the meeting that HIHC will support and promote the event in the following way: -

- i. Promote the tai chi and yoga classes with taster sessions being made available in May.
- ii. Use the notice board to advertise stress related information, use the newsletter to advertise the Vitality Villages coffee mornings, singing and allotment. Bea will send an email via the newsletter contact list.
- iii. Hailsham Active will promote a local massage therapist.

3. Practice Update

Nicola updated members re staff changes: -

- The new team is in place and working successfully.
- Feedback comments have been circulated to members.

4. 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.

5. Web site

- The site is not user friendly and other models are being investigated to see what changes could be made.

Action: Members to review the web site and feed back comments at the next meeting

6. CCG PPG Group

- The NHS is undergoing significant changes and the 8 CCGs will remain as individual groups but they will be covered by one management team.
- Primary Care GP Networks – all GP practices have to be part of a GP network and need to have completed their registration by 15th May. Local information in due course.
- Red button – this is scheme which provides a red button on NHS computers to report any issues, in confidence, to the CCG Enquiry Team. No patient details reported.
- DNA (Patients not attending appointments) – this is a problem in some practices, and for hospitals. At HIHC the doctors experience an issue with a small number of patients but the number of DNAs are greater for nurse appointments. Patients are reminded about appointments if they have a mobile telephone, but it is not possible to do this on a landline. It was suggested that an item could be put on the screen in the waiting room to remind patients to cancel appointments they don't need as the slot is important to another patient.

7. Care Navigation

- This is a new scheme to ensure that patients see the correct practitioner. Staff at HIHC have been trained and the scheme will be introduced from April onwards.

8. Extended Access

- This scheme allows patients in Hailsham, Eastbourne and Seaford to book appointments in the evenings or weekends. The scheme allows for data sharing of information. It is not available in Herstmonceux.
- HIHC is discussing the provision of extended hours for its patients.

9. Any other Business

- Lynn informed the meeting that Park Wood, an area of Ancient Woodland in Hellingly has to be sold. She will invite a speaker to inform the Patient Link about the potential loss of this area, which forms a great place for walks and outdoor activities, all of which is conducive to a healthier lifestyle and aligns to HIHC tenets. There may be the option of partnering with the group in the future – to be discussed.

Dates of next meetings

7pm Monday 29 April 2019

7pm 10 June 2019

7pm 22 July 2019