



Minutes of the Meeting of Herstmonceux Patient Participation Group (PPG) Herstmonceux Integrative Health Centre (HIHC) on 8th June 2022, at 5pm

1 of 2022

Secretarial Support: Lynda Primrose

Those Present:

Patient Representatives	HIHC Representatives	IC24 Representatives
Lynn Bowman, Chair Paul Frost Anne Marie Rickets Kevin Warner Jo Angear Lesley Droney Jim Bond Kitty Bond Lynda Primrose	Nic Hone, Practice Manager Bea Simmons	Dr David Supple Katherine Pitts Mariann Cleverly

Apologies had been received from Janet McInnes

- 1) Lynn welcomed everyone to the meeting and introduced a new member of the PPG – Leslie Droney.
- 2) **Minutes of the last meeting** held on 30th September 2021 were agreed
- 3) **Matters arising** from last meeting:
 - 3a) **Grow your Own Health Project** – this did take place but no feedback received. It was decided to drop this item from the agenda

3b) Website update – Lynda reported that she had carried out another check and there were outstanding PPG minutes and newsletters. **Action: Lynda to contact Mel**
Also, there was still an item about the Healthy Walks being suspended during Covid. It was agreed that it should be possible to safely resume these. **Action: Bea to contact Hilary**

3c) New Patient Registration Pack – It was reported that these would have to be amended as Dr Dodge was retiring and to make reference to IC24. **Action: Lynn to provide an updated leaflet on the PPG once IC24 were in place and the new structure was embedded.**

Bea confirmed that the forms within the new registration packs did ask patients to confirm if they wished to receive Newsletters, Emails and Texts.

4) PPG future relationship with IC24

A lengthy discussion took place. Key points included:

- It would be useful if a representative from IC24 could attend PPG meetings
- Also, it would be useful if a member of the PPG could attend IC24 meetings
- Dr Supple thought it might be possible to form a PPG/IC24 “council” which would involve 1 or 2 members of the PPG
- It might be possible to have stakeholder panels for recruitment
- Paul asked if IC24 would be prepared to share their structure and practices and asked if it would be possible for the PPG to have direct input into the business. He was informed that this would not be possible, i.e. PPG members would not be able to have a vote at meetings. The PPG ‘s current role was as a Critical Friend, not a statutory role.
- If there was money to reinvest, they would ask staff opinion and it should be possible for that to also come to the PPG
- Concern was expressed about the allocation of budgets
- Concern that there could be less GP/other practitioner time if the budget was cut
- An openness with budgets would ensure the PPG would be advocates of the new IC24 arrangements. Historically this had not been an issue with the PPG wanting to be informed. However, it was felt that the patients’ wishes to “protect and future-proof” the Practice meant that this was of greater import than previously
- Catherine Pitts (IC24) suggested that the PPG should have a standing agenda item covering proposed strategy for HIHC and IC24, including feedback from the Practice staff. **Action: Lynn**
- Catherine also suggested that it might be possible for the PPG to have involvement in shaping a certain section of the HIHC budget. **Action: She would raise this with their Finance Director and Non-Exec Director for finance.**
- Catherine offered to produce a draft Terms of Reference for a joint Council and took away the PPG terms of reference with her. **Action: Catherine, by end of June. This would be emailed to all PPG members.**

5) Staffing Update - Nic Hone provided the following update:

A four-session salaried GP was being recruited by IC24 to replace Dr Dodge

A new nurse was hopefully starting in August.

Gemma, who had joined HIHC as a receptionist, was now being trained as a Health Care Assistant (HCA)

A new full-time receptionist was being recruited.

6) Flu Vaccination/Covid Update - Nic reported that they were finishing housebound and nursing home patients that week, and they were taking a break over the summer. They were awaiting the Government’s decision on whether they would be required to do Flu vaccinations and further covid vaccinations in the autumn.

7) Patient Survey – it was agreed that the full report would be put on the HIHC website. Before this the individual comments would be summarised by Lynn, and Nic would have a proper look to see if any comments should be added by the Practice – **Action: Lynn and Nic**

In addition, a summary of the report would be put in the summer newsletter. And possibly a continuation in the autumn and winter newsletters. **Action: Lynn to send to Lynda.**

Kevin suggested that some charts could be displayed on the screen in reception. This was agreed to be a good idea. **Action: Nic**

Arising from the report, Lynn suggested that there were details that should be of interest to the Practice and that they needed to look at what areas were of concern to the patients. Despite there being a small percentage of total respondents, it was concerning that there were a lot of people saying they were struggling with various things and either did not find processes easy or simply did not know certain services/groups existed. We need to discuss how to reach these people.

One of the main issues for patients was the time taken for the telephone to be answered. Bea reported that they had not had a full cohort of reception staff since last September. Another issue was regarding feedback on referrals. **Action: to spend some time at the next meeting on actions resulting from the survey**

Discussion took place on the poor response for the survey (2%), after all the hard work which had gone into producing it. This would have been even lower if survey forms had not been handed out at Covid clinics. In particular, an extremely small number of younger patients completed the survey. How to reach out to more patients to encourage survey completion had been looked into by the working group and practice staff, but data protection prevented communication by email and text. It was agreed that the next survey would be undertaken electronically via the website, allowing patients to complete on line. IC24 would be perfect partners to help with this. Lynda suggested that when this took place, perhaps a text could also be sent out to every patient, giving them a link to the survey on the website.

A number of people had expressed an interest in 'learning more about digital access to the NHS' and had provided their email address. It was agreed that **Lynn would contact these people** with a view to putting on a session in the meeting room. This could be expanded at a later date.

A number of patients had stated they wished to receive the newsletter, and provided their email address. **Action: Lynda to send list to Mel.**

- 8) **PPG Steering Group and Healthwatch** – it was agreed not to participate in this project that had been overseen by the PPG /CCG Steering Group.
- 9) **Any other business** – there was no other business
- 10) **Dates of next meetings:** As Dr Anderson was the GP representative on the PPG, Thursday lunchtimes would be the best opportunity for her to attend. The following two dates were agreed:

Thursday 28th July 2022 at 1pm

Thursday 15th September 2022 at 1pm

Meetings to be held in the meeting room downstairs.