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**Minutes of the Meeting of Herstmonceux Patient Participation Group (PPG)**

**Herstmonceux Integrative Health Centre (HIHC) at 1pm 15 September 2022**

**2 of 2022**

**Secretarial Support: Janet McInnes**

**Those Present:**

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| **Patient Representatives** | **HIHC Representatives** |
| Lynn Bowman, Chair  Jo Angear  Jim Bond  Kitty Bond  Regan Delf Randall  Lesley Droney  Paul Frost  Janet McInnes  Lynda Primrose  Kevin Warner | Nicola Hone, Practice Manager  Dr Sarah Anderson |

**Apologies received** **Anne Marie Rickets and Vicki Woodthorpe**

1. **The chairman** welcomed everyone to the meeting.
2. **Minutes of the last meeting** held on 8 June 2022 were agreed.
3. **Matters arising** from last meeting**:**

**3a) Website update** – Lynda Primrose reported that there were outstanding PPG minutes and newsletters which are not yet available on the web site. This may be due to a lack of a formal process in approving the inclusion of minutes and newsletters to the web site.

**Action: Nicola Hone will rectify this process to ensure that communications are kept up to date.**

It is not certain when or if the Healthy Walks will restart.

**Action: Lynda Primrose will contact Bea Simmons for an update so the information can be posted on the web site.**

**3b)** **Survey results** – It was agreed that the results should be available on the web site and selection presented on the screen in the waiting room.

**Action: Nicola Hone and Lynda Primrose will discuss what could be put on the web site and the waiting room screen.**

1. **PPG future relationship with IC24**

* The introduction of the agreement with IC24 was delayed because of the need for HIHC to secure more doctors for the practice. This has now been achieved and the practice has full cover until the end of 2022. It is expected that contracts will be in place by the beginning of October.

**Action: Nicola Hone will update the PPG in due course.**

* At the meeting between IC24 and the PPG in June, it was agreed that the Terms of Reference for a patient consultative committee would be presented to the PPG Committee by the end of June. To date, this has not happened, and it was noted that this raises concern at future communication between IC24 and the PPG if this first action has not been carried out as promised.

**Action: Nicola Hone will raise a question about this during meetings in late September. The chairman will contact IC24.**

* The PPG also requests an update from IC24 on the proposed strategy for HIHC, including some aspects of the financing. Catherine Pitts (IC24) suggested that the PPG should have a standing agenda item to receive information from IC24. The suggestion was to be discussed with the IC24 Finance Director and Non-Executive Director for finance.

**Action: The chairman will contact IC24, and this point can be raised by the Working Group (See point below)**

* It was agreed that the PPG would set up a Working Group to meet with members of IC24 to discuss how the PPG can work effectively with them to represent patients’ views and concerns. It was noted that poor communication allows for misinformation to circulate.

**Action: Lynn Bowman, Lesley Droney, Paul Frost and Lynda Primrose will form the Working Group and arrange a meeting with IC24.**

1. **CQC Report**

The report which stated that HIHC need improvement in some areas was demoralising for staff. It didn’t seem to take into account the major effect of the covid pandemic which meant that some procedures had to change as the practice focussed on covid. Other practices in the area also received negative comments and the CQC process is being investigated. The PPG fully supports HIHC and is very disappointed in the comments.

**Action: The chairman will respond to the CQC as the report is not a true reflection of HIHC.**

1. **Flu Vaccination/Covid Update**

* Covid clinics will be held at HIHC on 17.09.22, 1.10.22, 8.10.222

1. **Staff and Practice Update**

* The practice has a new pharmacy technician and are investigating the recruitment of a nurse prescriber.

1. **Newsletter**

* Items for the newsletter should be sent to Lynda Primrose.
* A thank you letter from Dr Dodge will be included in the newsletter.
* A letter from IC24 informing patients about the partnership between HIHC and IC24 will be included in the newsletter

1. **PPG Steering Groups**

* Information about PPGs and a draft GP contract was circulated to committee members.

1. **Patient Survey**

* Dr Sarah Anderson reported that as part of her Fellowship training she is investigating how patients use digital applications as part of their access to health care e.g. accessing HIHC web site, making appointments and ordering prescriptions on the NHS app. Whilst patients may have installed the NHS app, they do not use it regularly and this causes an increase in the number of telephone calls and paper transactions for both HIHC and pharmacies.
* The chairman will investigate information available from the CCG and circulate to the committee.

**Action: Information about digital access, which was circulated by the CCG in June 2022, was sent out to committee members immediately after the meeting.**

* The Patient Survey indicated that some patients are hesitant/or don’t know how to use the app. It was agreed that the PPG would offer an opportunity for patients to receive information about the web site and NHS app after the covid and flu vaccinations in the coming weeks. Leaflets will be produced to include with prescriptions to remind patients about using the NHS app.
* **Action: Jim Bond will create the leaflet. NB This has been completed and is now sent out with prescriptions.**
* However, it was noted that this is a challenging and difficult topic for many people, and it will be an on-going process. The PPG also accepts that some patients do not have any access to any digital tools and these patients must not be disadvantaged.

**Action: Committee members will be available in the meeting room to show patients how to access the web site and the NHS.**

1. **Any other business – none**
2. **Dates of next meetings which will be held in the downstairs meeting room at HIHC: -**

1pm Thursday 27 October 2022

1pm Thursday 15December 2022