

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

**Herstmonceux Integrative Health Centre (HIHC) at 1pm 27 October 2022**

**3 of 2022**

**Secretarial Support: Janet McInnes Those Present:**

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| **Patient Representatives** | **HIHC Representatives** |
| Lynn Bowman, Chair  Jim Bond  Kitty Bond  Regan Delf Randall  Lesley Droney  Paul Frost  Janet McInnes  Lynda Primrose | Dr Sarah Anderson  Mel Ingham, Deputy Practice Manager  Bea Simmons  Dr David Supple – attended via Teams for the item about IC24 |

**The chairman** welcomed everyone to the meeting.

1. **Apologies** received from Jo Angear, Nicola Hone (Practice Manager), Anne Marie Ricketts, and Kevin Warner.

1. **Minutes of the last meeting** held on 15 September 2022 were agreed.

**3 Matters arising** from last meeting**:**

1. **Website update** -Mel Ingham has posted the outstanding PPG minutes on the web site. **Action: Lynda Primrose will forward any other outstanding information to Mel.**

1. **Healthy Walks –** the walks will restart in March 2023.

**Action -** **Bea Simmons will update the information about the Walks on the web site.**

1. **New Patient Information Pack**

**Action:** Lynn will prepare a draft information leaflet on the PPG to go in the information pack, and circulate to the committee. Jim Bond will produce final version. **Action: Lynn & Jim**

1. **CQC Report.**

**Action: Mel Ingham will send the contact details of the CQC representative to Lynn, who will write to CQC expressing the view of the committee that the report is not a true reflection of HIHC.**

**e) Survey**

**Action: The Chairman will liaise with Mel Ingham on the data which could be displayed on the screen in the Waiting Room.**

**4 PPG’s future relationship with IC24**

* It is expected that contracts will be signed on Monday 31st October 2022.
* **Action: Dr David Supple informed the meeting that he would send a timeline of the transfer to IC24 to be circulated to the PPG.**
* Dr Supple reported on the meeting with the PPG Working Group and advised that IC24 wishes to engage with HIHC but acknowledged that it will not be possible to have meetings with each individual practice. The Community Forum and the Patient Engagement Group welcomes PPG members as observers in the first instance and some may wish to become members of these in due course. IC24 will be held to account by the Community Forum and the Patient Engagement Group.
* Dr Supple felt that the meeting had been constructive and allowed an open exchange of views which is important in terms of establishing understanding and trust, with a decision around a more ‘structured’ relationship to follow in the near future. However, there will not be a formal remit for decisions beyond PPGs current remit.
* The PPG welcomes the opportunity to engage in discussions with these groups but had hoped that a closer working relationship with IC24 would result in members being able to raise specific issues relating to HIHC.
* The contract with IC24 is a totally new way of working for HIHC and a new venture for IC24 as HIHC is its first practice. It is important that trust and transparency of the working practices are prioritised, to ensure the best outcomes for the patients.
* Dr Supple reported that IC24 is a mature Community Interest Company that uses the ‘Charity Governance Code’ as a benchmark.
* The IC24 board includes empowered Non-Executive Directors (NEDs) and a chairman who is able to challenge and scrutinise. Their remit includes seeking assurance as to the appropriate use of what are ultimately NHS funds. He suggested that the PPG Working Group could meet the NEDs and the Chairman in due course.
* A number of issues were raised by members, particularly in respect of how the budget will be set, funding, staffing levels, building maintenance. The PPG is keen to ensure that patients’ views are heard and considered in the working practices.
* Dr Supple confirmed that maximising patient feedback and quality service delivery will be relevant to all. However, it will not be possible for the PPG to have a formal or advisory role in funding decisions. The IC24 finance team have agreed that in due course it would be appropriate to share a high-level summary of funding streams with a view to maximising transparency.
* It was suggested that members of the PPG Working Group could attend future meetings between HIHC, IC24 and PC Networks. The Chairman will seek advice from HIHC whether this is possible. The PPG is keen to ensure that the patient experience at HIHC remains the same after the transition to IC24.

**Action: The Chairman will discuss with HIHC, whether a representative/s from the PPG can attend meetings with IC24**

* The PPG recognises that changes are inevitable when HIHC is run by a commercial company, but it wishes to work closely with IC24 in establishing a positive and meaningful working relationship. The practice has a strong community ethos, and the PPG will focus on working for the benefit of the community in considering the standards and priorities of HIHC.

**5.** **Community Grant -** Dr Anderson has been successful in achieving a community grant of £15,000. Details of how the funding will be spent will be available at the next meeting.

**Action: Dr Anderson**

1. **CQC Flu Vaccination/Covid Update/Digital Access for Repeat Prescriptions etc.**

Covid clinics will be held at HIHC during November, members of the committee will support the clinical staff as required.

It was suggested that the leaflet about digital access to the NHS, which was prepared by Jim Bond, could be put in prescription bags. **Action: Jim Bond will contact the pharmacy to see if this is possible.**

Covid/Flu clinic Digital Access Survey conducted during Covid clinics - a copy of the survey results was circulated to members which showed that 65% of patients surveyed ordered their repeat prescriptions on line.

Digital Access and Trainingfor patients– twotraining sessions on how to use the NHS App to order repeat prescriptions etc. were planned for November. **Action: Lynn B and Lynda P**

1. **Staff and Practice Update**

Staff sickness has been a problem.

A locum phlebotomist is helping with the backlog of blood tests.

1. **Newsletter**

Lynda Primrose reported that the autumn newsletter had not gone out in early September as usual, owing to delays in finalising the IC24 contract. However, she was hoping to finish this by the beginning of November once the contract had been signed. **Action: Mel Ingham will send Lynda her Digital Update for inclusion in the newsletter.**

1. **Any other business**

Herstmonceux Village Hall has reported that there has been a pressure of car parking when the covid and flu vaccination clinics coincide with busy events in the hall.

**Action: HIHC regularly contacts the hall with the dates of the clinics.**

**The next meeting will be held at 1pm Thursday 15December 2022 in the downstairs meeting room at HIHC**