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

**Herstmonceux Integrative Health Centre (HIHC) at 1pm 7 November 2023**

**Meeting Information 4 of 2023**

Date: 7 November 2023

Time: 1pm

Attendees:

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| **Patient Representatives** | **HIHC and NHS Representatives** |
| Lynn Bowman, Chairman  Kitty Bond  Jim Bond  Regan Delf  Lesley Droney  Paul Frost  Janet McInnes  Lynda Primrose  Kevin Warner | Nigel Brown (Paramedic Practitioner) joined the meeting via video link  Beverley Gowing (Practice Manager)  Mel Ingham  Dr Mohan Ragupathy  David Supple (Director of Primary Care IC24) |

Chairman: Lynn Bowman – lynnrosbow@hotmail.com

Note Taker: Janet McInnes

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

**Apologies** werereceived from Jo Angear and Michael Farrell (new member)

1. **Minutes of the last meeting -** held on 5 September 2023 were circulated to the committee.
2. **Matters arising from last meeting:**
   1. Anima – there is no funding from the NHS for the scheme at present, although there could be another 2 years funding forthcoming from the NHS. Other surgeries (i.e. Horam) are still using it, but using their own staff to man it. In the meantime patients can email in to the surgery if they have a query.
   2. Update on Navigation Tool – this is not ready to be rolled out.
   3. Website – no updates. It was noted that from 31.10.23 patients have access to their records but not their historical notes. HIHC supports the scheme but there are issues/risks which will need investigating. More information in due course.
3. **Staff and Practice Update/Introduction to new staff**
   1. **Paramedic Practitioner** Nigel Brown joined the meeting via a video link. Since 2002, he worked as a paramedic in the Brighton area, before moving into Primary Care. He will have his clinics at HIHC Mondays and Wednesdays, work remotely on Tuesdays and support the nursing team on site on Thursdays. He will support the nursing teams with home visits to patients, nursing homes and housebound. He will not see under 2s or deal with gynaecology issues. Appointments can be booked with Nigel via the reception team but not on-line.
   2. **Primary Care Service Manager** – Beverley Gowing – she has previously worked for twelve years as a nurse and fourteen years as the Hastings Walk-In Centre and recently at the Hub in Hastings – she will take responsibility of managing the practice.
   3. **Dr Mohan Ragupathy** – started at the practice at the end of October. He undertook his training at the Conquest Hospital. He will work eight sessions each week, Monday to Thursday.
   4. **Sheree Fielder, the Care Co-Ordinator** has moved to a new post in Rother.
   5. **Staff at HIHC**

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| --- | --- |
| Dr Sarah Anderson | Clinic day Mondays |
| Dr Andrew Sikorski | Clinic day Fridays |
| Dr Mohan Ragupathy | Clinic days Monday to Thursday |
| Nigel Brown | Paramedic Practitioner |
| Debbie Hart | Advanced Nurse Practitioner |
| Lizzie Ripley | Lead Nurse |
| Lola Strom | Nurse |
| Sally Smith | Health Care Assistant |
| Matt Buckland | MSK Physio |
| Maria Graves | Social Prescriber – clinic day Fridays |
| Gemma Tayor | Health Care Assistant |
| Gemma (no consent to share surname) | Mental Health Support Coordinator |
| Fay Fortunato | Mental Health Practitioner |
| Rachel Warren | Nurse |
| Joanna Head (supported by admin team) | Primary Care Team Manager |
| Lindsay Ellis | Primary Care Team Manager |
| Michelle Watson | General Practice Assistant |
| Melissa Berryman-Miller | General Practice Assistant |
| Alison Evans | Pharmacist |
| Casey Benton | Pharmacy Technician |
| Mel Ingham | Primary Care Operations Manager |
| Beverley Gowing | Primary Care Service Manager |
| Michelle Pope | IC24 Primary Care Transformation Manager |
| Dr David Supple | IC24 Director of Primary Care & Medical Education |
| Dr Vandana Verma | IC24 Medical Director |
| Dr John Rowan | IC24 Medical Director |
| Linda Davis | Bank Phlebotomist |
| Dr Richa Parashar | Remote Salaried GP (Monday and Tuesday) |

It was suggested that patients need to be better informed about the changes in staff and responsibilities, so they are better informed when requesting appointments.

The NHS has recently circulated a film about the changing roles of staff which patients need to have access to. The information could also be included in the newsletter in due course.

1. **Programme for setting up HIHC Management Team** 
   1. There was a wide-ranging discussion on the PPG request to set up joint meetings between representatives of the PPG and HIHC Management Team. It was agreed that the initial discussions had not been productive and had caused concern to both IC24, members of HIHC staff and the PPG.
   2. From the beginning, the main aim of IC24 was to ensure the smooth transition of HIHC from Dr Simmons and to ensure that patient care, staff recruitment and review of policies was the main focus. This work is still continuing.
   3. The role of the PPG is to work with IC24 to support its aims, using its local knowledge to help provide a good service for patients and providing the voice from all patients to HIHC.
   4. It was noted that the discussions had provided an opportunity for both the PPG and IC24 to discuss their concerns and future meetings can focus on the provision of excellent healthcare for HIHC patients. It is hoped a meeting can be arranged early in 2024.
2. **Update on newsletter –** the meeting to discuss the newsletter has been postponed until the New Year.
3. **GP Federation Lead (South Downs Health and Care Ltd)**

5.1 Lynn Bowman met the GP Federation Lead – the organisation provides support for HIHC. She will check with Mel Ingham, the Operations Manager whether this support is useful and report to the future meeting. (Mel Ingham had left the committee meeting after item 4 on the agenda to attend another meeting)

1. **Any other business –**

* The presentation by Linda Cahill has been postponed to a future meeting.
* Mel Ingham, the Primary Care Operations Manager reported that one room was out of action due to a leak.
* There was a short discussion on the name of the practice which includes Integrative and whether this still reflects the ethos of the practice. No proposals were made to further this discussion.
* PPG Committee member Janet
* McInnes informed the meeting that she will step down from the committee with immediate effect. The chairman thanked her for her support and said that she hoped that they she could still attend whenever she had the time and would continue as a virtual member. Kevin Warner also considered his position but agreed he would like to continue as an active PPG member.

**Meetings: -**

1pm Tuesday 9 January 2024

1pm Tuesday 12 March 2024

**Future agenda items:**  Patient access to their medical records

Lina Carhill, PCN manager to attend meeting

Dr Verma and Dr Rowan to be invited to the meeting