



Minutes of the Meeting of Herstmonceux Patient Participation Group (PPG) Herstmonceux Integrative Health Centre (HIHC) at 1pm 18th January 2024

Meeting Information 1 of 2024

Date: 18th January 2023

Time: 1pm

Attendees:

Patient Representatives	HIHC and NHS Representatives
Lynn Bowman, Chairman Kitty Bond Jim Bond Regan Delf Lesley Droney Ann Marie Rickets Lynda Primrose Kevin Warner	Linda Cahill, PCN Manager - joined the meeting via video link Beverley Gowing (Practice Manager) Mel Ingham

Chairman: Lynn Bowman – lynnrosbow@hotmail.com

Note Taker: Lynda Primrose

Apologies were received from Jo Angear and Paul Frost

The Deputy Chairman welcomed everyone to the meeting (LB Apologised for arriving late earlier).

1) **Minutes of last meeting** – agreed

2) **Matters arising:**

3.1 Anima- nothing further to report but keep on agenda until next meeting.

4.3 Navigation Tool – will hopefully be introduced w/c 29/1

3.3 Website check – Lynda passed a list of minor suggestions to Mel and would send her the approved November minutes to go on the website. **Action:** Lynda

3.4 Access to Medical Records – Mel reported it had gone live as planned on 4/10/23 and excluded historical notes (i.e. anything before 4/10/23). This information can be found on the NHS App under GP Health Record > Consultations. This would exclude any electronic referrals (only written referrals, GP notes and letters would be included).

Lynn reported that some of her medical records pre 4/10/23 were on the NHS App but had now disappeared. Mel to investigate how this could have happened.

Action: PPG members to log into NHS app to familiarise themselves before the next meeting.

Agreed should go on next agenda.

Action: Lynn

3) PPG members welcomed Lina Cahill, PCN Manager for Greater Wealden – on line

She reported that the Greater Wealden PCN includes the following GP Practices:

Herstmonceux

Buxted (including Horam and East Hoathly)

Meads Surgery, Uckfield

Bird in Eye, Uckfield

Heathfield & Firs

Mid Downs (including Newick?)

She explained that the reason for introducing PCNs was to share resources across the PCN neighbourhood; this would involve sharing services and access. At present physiotherapists mental health coordinators, and Age UK are shared by the PCN.

At present the PCN Board was looking into the possibility of a joint menopausal service. This has been piloted by a GP at Uckfield and the board was keen that patients across the PCN would be able to access this. Dr Sarah Anderson was keen to be able to hold this in her consulting room at Herstmonceux; however, the Uckfield GP would prefer everyone to go to Uckfield. Decision yet to be made.

In response to a question from Lynn, Lina stated there were no PPG members on the PCN Board. She was asked how the Board received feedback from patients and was informed that this was fed through the Practice Management Teams to the PCN Board. Mel was on the PCN Board so was in a position to do this and would take this on board. In the meantime, Lina would raise this issue with other PCN operational/practice managers.

It was agreed that the Herstmonceux PPG agenda should include a regular item for Mel to provide feedback from the Board to the PPG.

Action: Lynn & Mel

Lynda asked if it could be possible to have a Greater Wealden PCN newsletter - to save time by each Practice. This could perhaps include a small section for each Practice to submit local specific items.

Discussion also took place on the possibility of there being a PCN Website. Both of were considered a good idea.

Action: Lina to look into.

Also agreed that in future Lynn would send to PPG members the minutes of the two PPG Chairs meetings she goes to. One is High Weald and the other is Hastings, Rother, Eastbourne, Hailsham & Seaford. These feed into a Steering group of nominated Chairs.

Lina was thanked for coming on line to talk to the meeting.

4) Staff and Practice Update from Mel, Operations Manager

Mel reported that Casey Benton, the Pharmacy Technician, would shortly be going on maternity leave. Also, Alison Evans, the Pharmacist was leaving. HIHC were trying to appoint a locum.

Gemma, HCA, had left. Interviews had taken place for an HCA, 34 hours/week.

An advert for the Care Coordinator was now out. This person would solely work for HIHC and would also assist with the newsletter.

HIHC was recruiting two GP assistants, on a job share. Their job would include clinical work, clinical admin, ECG's and Phlebotomy.

In response to a query, Mel reported that they had caught up with the delays to see the phlebotomist. Also, there was now a second collection of bloods in the afternoon. So things had greatly improved.

5) Application for building 3 houses adjacent to HIHC

The Practice's landlords had submitted this application without mentioning it to anyone at HIHC.

A lengthy discussion took place and the PPG agreed this proposal was untenable and dangerous for patients as vehicles/building staff/lorries/delivery vehicles would be regularly driving through the surgery car park, turning their vehicles, and causing a danger to patients and staff. There was also concern that the residents and their visitors would take up the surgery's parking places.

Anne-Marie suggested that members looked at the Parish Council's detailed objections. Lime Park had also objected. More people needed to write in and object.

It was agreed to urgently submit a PPG objection before the deadline of 26th January. Also, individual PPG members were asked to submit their own personal objection.

Actions: Anne Marie to email out a link to the Wealden website.

Lynda to email out the planning application number to that members can go in and personally object.

It was felt that IC24 should also submit an objection. Jim suggested that IC24 write to the landlord stating the HIHC might be in a position to expand their accommodation a few years hence. It was also suggested that rather than 3 houses, accommodation for other Health

Care Professionals would be a better use of this spare land.
IC24

Action: Mel to chat to

Approximately three weeks after the deadline for objections (26th January), there would be a meeting of the planning committee. Anybody was welcome to attend to speak out against the proposal, but need to give 2 days-notice to the committee.

6) Friends & Family (F&F) Survey results for December 2023

This survey is carried out by testing patients after their appointments. Approximately 260 responses had been received in December, out of which 12 had been rated as poor (4.6%). In addition there were 2 'don't knows' and 4 'Fairs'. The overwhelming majority had been rated **very good**. HIHC was congratulated by the PPG.

Lynn stated she would share with PPG when she received F&F survey results and ask if members wanted to put any particular item on the agenda.

Action: Lynn

Mel reported that an engineer was visiting on 29th January to discuss/implement changes to the telephone system. A decision had to be made on the following:

- Introduce the facility for the receptionist to automatically call back the patient if they didn't want to wait in the queue. They would retain their position in the queue. PPG members agreed this would be useful.
- Provide messages instead of music while people were waiting in the queue. PPG members felt they would prefer to stick with the music.

Mel agreed to review the lengthy messages when a patient rings in; however, she would be adding something about staff being trained to triage all appointment requests. **Action:** Mel

7) **HIHC joint management/strategy meeting** – the first meeting had been arranged for 22nd February at HIHC. The three PPG representatives were Lynn Bowman, Regan Delf, and Paul Frost and they had met to discuss what items they would like to be on the agenda. The IC24 representatives would be Dr David Supple, Mariann Cleverly and possibly Dr Vandana Verma. The PPG hoped that Mel would also be able to attend.

9) **Update on Newsletter** – Mel reported this was in hand.

10) Any other Business

10.1 Lynda pointed out that the PPG board in the lobby should be updated.

Action: Lynn & Lynda to discuss. Mel mentioned that this would be usefully done before the CQC's next visit.

10.2 Mel asked Jim Bond to update the leaflet on the PPG (which goes in with the new patient paperwork) as it still gives Nic Hone as the Practice Manager. **Action:** Jim to change to Mel, with HIHC's generic email address.

10.3 An IC24 'family tree type' structure was requested last year. It was agreed this would still be useful.

Action: Mel? Or David?

10.4 Asthma research project – Dr Supple had asked whether we wished to hear about a research trial on asthma. Members were keen to hear from the individual.

Action: Lynn to confirm with Stuart Fordyce

11) Date of next meeting

Lynn reported she could not make the 12th March. It was agreed to change to **Thursday 14th March, at 1pm.**

Items for the agenda for 14th March:

Medical records on the NHS APP – PPG members to check their records before the next meeting.

Asthma research project/trial

Kirsty Ingram from the GP Federation to be invited to the meeting.

The following meeting would be held on **Thursday 2nd May at 1.30pm**

One or two Health Care Professionals from HIHC to be invited.