

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

**Herstmonceux Integrative Health Cantre (HIHC) at 1pm on 25th July 2024**

**Meeting 4 of 2024**

**Attendees:**

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| **Patient Representatives** | **HIHC Representatives** | **Other** |
| Regan Delf, Co ChairLesley Droney, Co ChairKitty BondLynn BowmanAnne-Marie RickettsLynda Primrose | Mel Ingham, Operations ManagerBeverley Gowing, Service Manager | Elaine Wakeham, Digital Facilitator, Integrative Care Board (ICB) |

**Chair**: Regan Delf

**Notetaker**: Lynda Primrose

1. **Apologies –** were received from Paul Frost, Jim Bond, and Kevin Warner
2. **Presentation by Elaine Wakeham**, Digital Facilitator, Integrative Care Board (ICB)

Elaine informed members that her remit was to get as many patients as possible onto the NHS App. She gave a very useful presentation on recent and planned changes to the NHS App, the main details of which are as follows:

* Patients will be able to change their pharmacy while on holiday.
* Patients will receive a message to say their prescription is ready for collection.
* Non-Urgent Hospital referrals – patients will be able to go in and choose which hospital they wish their referral to go to; also waiting times will be given.
* On line consultations will be available via the NHS app, linking the patient to the particular software used by their practice (In HIHC’s case this would be **ACCURX**, see minute 4f below).
* If messages sent via the NHS app are not viewed within 24 hours they will be sent via text.
* Patients will be able to register for a new GP practice through the NHS app.
* Patients will be able to find local NHS services, inc. out of hours and emergency services.
* Patients will be able to contact 111 via the App by completing a form.
* There will be an A-Z self help facility.
* There will be the facility to opt out of Organ Donations.

Discussion then took place on how the PPG could assist with promoting the NHS app to Herstmonceux patients and suggestions were made as follows:

* Some PPG members could attend the autumn flu clinics to promote the use of the NHS App, particularly the new On-Line Consultation facility; this would also provide an opportunity to hand out the new PPG flyer.
* Elaine to provide a poster with a link to the NHS App which could be used in the waiting room
* The PPG could run workshops for youngsters to encourage them to use the NHS App, rather than leave it to parents.
* PPG members could hold sessions in the waiting room to show patients how to use the App.
* Elaine reported that a surgery in West Sussex was having a digital drop-in afternoon, run by practice staff and PPG members, with a member of Elaine’s team present to assist. PPG members thought this would be another good idea. Elaine would provide feedback.
* The proxy facility was not possible if a parent and child were registered at different surgeries (i.e. when a child goes to university).
* It was reported that PKB information (Patients Knows Best, used by Eastbourne Hospitals Trust) was not easy to find on the NHS App.
* It was suggested that a report on numbers of patients not yet using on-line repeat prescriptions would be useful. **Action: Mel, if possible**

Elaine was thanked by members for providing a very informative presentation.

1. **Minutes of the last meeting on 13th June 2024** were agreed.
2. **Matters arising**
3. **Navigation Tool** **for Triaging** – Mel reported this was now being tested but not quite ready to ‘go live’.

1. **Re-implementation of Newsletter** - Mel that she was continuing to hold discussions with IC24’s communications team with a view to them assisting with a standard format for the newsletter.
2. **Planning application for land adjacent to HIHC** – Anne-Marie had reported there was no further news on the date of Wealden DC’s planning meeting.
3. **Asthma Research Project –** Mel reported no further news on this and, as the surgery was not currently planning to be involved with this project, there was no need to put on a future agenda.
4. **New Website –** Mel reported this was now up and running, based on a template provided by the NHS. Members were invited to check it out and raise any concerns with her. **Action: Members**
5. **Implementation of new On-Line Consultation facility –** Mel reported that a decision had been made to use **ACCURX** and this would be implemented when Dr Galloway returned from her annual leave. After discussion it was agreed that the facility should be available from 5 to 11am, and from 8 to 10pm. The Remote Clinicians team would be responding to the requests. Also, Video Consultations were now available.
6. **Staff and Practice Update/Friends & Family Survey/NHS Infographic Survey results**

Mel reported as follows:

* The two new receptionists (Linda and Vicky) had settled in extremely well.
* Unfortunately, the Senior Receptionist had left. Beverley Gowing was covering this role at the moment.
* They had not been able to fill the Nursing vacancy and would be advertising again for a Nurse.
* Dr Liz Galloway was now the ‘Interim Medical Director’ for the surgery. She also managed the Remote Clinicians team.
* The surgery had 3 locums who came in regularly and often patients asked to see them specifically.

**Friends and Family survey (tests sent to patients are appointments)**: Members had been sent the results of the June survey**:**

A total of 333 responses

Very Good 274

Good 32

Neither good nor poor 11

Poor/Very poor 16

These were discussed and members congratulated the surgery on this and the many positive comments made by patients. Mel stated she would send members the July results when available. **Action: Mel**

**NHS Infographic Survey**: Discussion took place on the results of this survey which took place during 2nd January – 23rd March. This involved survey requests being sent by the NHS to 267 patients (randomly chosen by the NHS). Of these, 93 were completed and returned, giving a completion rate of 35%. Lynn Bowman stated she was disappointed that the results were not as good as in the past. However, in all the surgery was better than the national average, and overall achieved 95% for a ‘*good overall experience of the practice’*, (well over the national average of 74%).

The two disappointing results were:

Only 68% found it ‘*easy to contact the GP practice on the phone’*. (National average 50%). Mel reported that unfortunately the new ‘call back’ system was regularly cutting out which hasn’t helped. This fault was being investigated.

Only 58% of those surveyed found it ‘*easy to contact the GP practice using their website’*. (National average 48%). Mel confirmed that the surgery’s email address was on the website under contact details, was used by some patients, and regularly monitored. It was hoped that with the reintroduction of the On-Line Consultation facility, with a link on the website, this will improve.

1. **Agree Core PPG Objectives/New PPG Flyer**

Regan had produced a list of six core objectives, derived from an amalgamation of the recent Guide on the Role of PPGs and the PPG’s previous terms of reference/priorities. These were unanimously agreed by those members present.

In addition, Regan tabled a draft flyer about the PPG which covered the core objectives and would be used to raise the profile of the PPG and recruit more members. Members were asked to feed back to Regan any suggestions for change or additions. **Action: Members**

Mel offered to send this to IC24’s communication team to see if they could help with the layout and graphics. It was agreed both an A4 and an A5 format would be required. **Action: Mel**

Regan stated she was happy to liaise with IC24.

1. **Any Other Business**

**a)** **Lip-reading masks -** Anne-Marie asked if those GPs who used masks could use the transparent ‘lip-reading’ masks. This would greatly help patients who were hard of hearing. Mel agreed to look into this**. Action: Mel**

**b) East Sussex PPG forum** - Lynn reported that she had recently logged into the first meeting of the new East Sussex PPG Forum meeting and 43 members from 26 different practices were present, which was a very good turn-out. It was agreed to ensure feedback from these meetings was a regular agenda item. **Action: Lynda**

**c)** **Reception -** Regan and other members stated how helpful and kind the receptionists were and asked for these comments and their thanks to be fed back to them. **Action: Mel**

1. **Date of next meeting:** Thursday 12th September 2024 1 - 2.30 pm

It was agreed that in future meetings should be held every 8 weeks instead of 6 weeks. Lynda to send to members a proposed date for a mid-November meeting. **Action: Lynda**

Regan asked Mel if it was possible for a clinician to attend PPG meetings. Mel stated she hoped that Dr Galloway would be able to attend the next meeting (on-line). Nigel, Debbie and Lizzie would also be very welcome. **Action: Mel**