**Wealden Ridge Medical Partnership**

***Incorporating Heathfield Surgery, Newick Health Centre, The Firs Surgery&Chailey Surgery***

Dr R. Rajan, Dr S. Narasimhan, Dr E. Sheppard, Dr C. Wiseman, Dr S. Crowley,

Dr L. Gillespie, Dr J. Andrews, Dr E. Larsson, Dr J. Wills

**PPG Meeting**

**23rd November 2023**

In attendance:

* David Cumberland (Chair)
* Lawrence Mudford
* Jane Leney
* Jan Groom
* Heather Ward
* Peter Barton
* Colin Webb
* Gill Andersson
* Cllr Mike Gadd
* Dr Rajan (Senior Partner – practice)
* Julie Acey (Practice Manager – practice)
* Jackie Wood (Vice Chair)
* Becky Dilley (Secretary)

Apologies:
       Karen Williams

* Charlotte Mitchell
* Bryan McAlley

**Notes & Actions**

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| **Agenda Item** | **Notes** | **Action**  |
| Welcome and introductions | The Chair welcomed everyone to the first meeting of the Wealden Ridge Medical Partnership PPG, and held a round of introductions. |  |
| Notes and actions from the last meeting | N/A |  |
| Practice Update  | Julie updated the group on relevant practice initiatives:AI triage tool: Julie and Dr Rajan explained that this is being trialled at the practice. The tool helps the receptionist with the decision as to whether a patient really needs to be seen, when all the appts are full for that day. Some additional information is requested (either via text or directly to the receptionist) and this is sent to the clinician, where the info is screened to see if they agree. The additional info takes less than 2 mins to complete. Cllr.Gadd fed back the experience of a patient who didn’t complete the additional info because they didn’t have their NHS number. Julie confirmed that this is on the text, and that reception team will be asked to mention this to the patient during the call.There is a 19-week Improvement Plan underway. This is looking at efficiency of back-room functions, as well as staff satisfaction and access to appointments for patients. The practice has received funding for a micro suctioning machine.The text message reminder service is back up and runningAccess to medical records is expected to go live in the next few weeks.Merged website should be completed by the end of December, and there is one generic email address for the Partnership.Staffing: new reception, secretarial and admin team members have recently started. 2 new salaried GPs will also be joining the team soon – likely one at each site.Dr Larsson has tendered her resignation and leaves in DecemberDavid asked for a summary of why the merger has happened. The broad reason is that it allows the Partners to build a team that can support some of the functions that GPs used to do, to free them up for more clinical time. Doing things at scale allows for more resilience in the system, to increase services and provide cross-cover.It was clarified that dispensing is not available to all patients at all sites. There are specific rules for this – patients have to live more than 1 mile from a pharmacy in order to qualify.Heather asked about nursing capacity at Newick. The practice has been unable to recruit more nurses, and the team at Newick are at capacity. Some patients are being seen at Heathfield. A consultation is underway with existing staff regarding cover across both sites.District nurses will only visit house-bound patients.A specific situation regarding communication around Covid and Flu jabs was raised, and Julie will investigate. Peter and the group congratulated the surgery for their vaccination clinics.  | **Julie****Julie** |
| PPG Constitution | David directed the group to the papers that accompanied the agenda. Guidance from NHS England has been followed.Colin raised the idea of Special Interest Groups, previously discussed within the Heathfield PPG. The discussion was continued later in the meeting (item 7)Lawrence suggested a tenure for membership of the PPG be included (3 years?)Discussion regarding comms with the wider practice, about the PPG. David confirmed that there will be a PPG newsletter, and other communications tools were suggested. This will be covered at a future meeting.David agreed to incorporate the comments into the PPG draft constitution.Cllr Gadd asked if he and a colleague could alternate attendance. David, Peter and Lawrence stated that they would prefer the consistency and relationship-building that one member would bring. Cllr Gadd will let his colleague know. | **David****David** |
| Future of the PPG | What does the PPG want?* PPG is a critical friend, a support for the surgery
* A conduit between patients and the surgery
	+ Feedback positive and negative
	+ Be helpful
	+ Share info
	+ Help integration from patient perspective
* A conduit between PPG and council

Discussion re info screens in the surgeries. Request for one screen at each, so that all 4 surgeries are the same. Suggestion that PPG could come up with some slides for the screen. Also could patients submit ideas? JA will send info on how to format. To be discussed alongside other communications at a future meeting.What does the Partnership want?* Info/feedback on services from patient population
	+ What is going well
	+ What could be better
* Working in partnership to develop services. eg
	+ What services are needed in the area?
	+ What does the population want?
 | **Julie****David** |
| Patients Know Best website and NHS App | Awareness of this is limited, although some members have used Patients Know Best, and report a very good experience.Dr Rajan explained that this is set up by the hospitals, and allows linked records so that secondary care can access primary care notes. Also able to view results. Currently there are several separate websites, but will all soon be linked in the NHS App |  |
| Special Interest Groups | Jackie summarised discussions had at the last Heathfield group meeting, where the idea was raised as a way for people that hadn’t been able to join the merged PPG to still contribute. After discussion, there was agreement that these are a good idea. It was suggested that these groups could be formed once the merger is fully complete, and there are additional ideas from the Partners about what topics might be included initially.* Lawrence suggested a tenure for the membership of the SIGs, which was agreed

Some suggestions for initial groups included:* Support for screening
* Healthy lifestyle choices
* Feedback to patients about what the surgery provides
* Other issues that the Partners feel meet their plans for the community
* Other topics may arise that could also benefit from support

Further discussions on SIGs in due course. |  |
| AoB | Peter asked for an update on the apt system* Average waiting time at last check was 7 mins
* Admin team has been restructured so that everyone is taking phone calls at busy times
* Booking via NHS app is also available. Appt slots can be filled quite quickly; reception has access to more slots

Bryan had mentioned by e mail the length of the telephone message. This will be amended as part of the improvement plan |  |
| Date of next meeting | * TBC – 5th February 2024. Heathfield Surgery
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|  | Meeting closed at 8.05pm |  |

**Table of Actions**

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| **Action number** | **Detail** | **Who is responsible** |
| 1 | Reception team reminded to inform patients that their NHS number appears on AI triage text | Julie |
| 2 | Investigate communications issue re vaccinations | Julie |
| 3 | Add communications from PPG to the agenda of a future meeting – including waiting room screens | David |
| 4 | Amend draft PPG constitution with comments made from members | David |
| 5 | Send info on how to format documents for the waiting room screens | Julie |