

## Sedlescombe House Patient Participation Group

MINUTES of PPG Committee Meeting Date 24/01/2020

Attendees: Brian Sokell (BS) Barbara Turner (BT) Rosemary Foster (RF)  
 Doris Jones (DJ) David Hollamby. (DH) Margaret Hollamby (MH)  
 Barry Gandon (BG) Diane Wallis (DW) Roger Sweetman (RS)

Liz Joyce (LJ) Practice Manager

Apologies: Bridget Orr.

24/01/2020	Narrative	Action Log
Agenda Items	Last meeting	None to discuss
5. Digital Link to the Practice. Website update.	<p>Members of the PPG gave feedback on the updated practice website. RF. found it fine. Prescription access was missing Liz will look into this. It was decided the digital link, Engage, would be tried out by the PPG, they would then be able to feedback next month and it will also help the staff with training. There would be 10 questions daily to start with. It could be a prescription enquiry or a medical question to the clinician. It should be an extra access to the surgery for patients to be contact by email by the administration team or GP. BS requested a demonstration of the changes to the website. DJ will use website. Liz will finish training staff. The PPG will have a specific password to the site.</p>	<p>PPG to use and feedback about the Digital link.            DJ to feedback on use of website at next meeting.             LJ to ask website provider for PPG link</p>
6. Health Watch	<p>RS reported on the health watch website .It has listed all the services available in E.Sussex. There is a feedback centre that anyone can use. Sedlescombe house is page 15 on the website, there are no entries for the surgery but PPG has 5 stars. RS. said it was a very useful tool. They have statutory powers. It can identify problems, it can be contacted anonymously, it is independent. They visit N/H,C/H A&amp;A 24 hour watch. PPG and surgeries could use the website.</p>	
7. Patient questionnaire	<p>DH. mentioned the 28/11/20 meeting when the questionnaire was discussed, it was to be discussed in the New Year. Liz would like a digital one. The last one was 2 years ago. All members will receive a copy of the last questionnaire and a digital one. PPG members will need to be present at times to ask patients to fill in papers. David and Rosemary happy for their names to go forward for this purpose. Digital champion was mentioned .Claim £500.00. Ipad needed to show patient what is available.</p>	<p>LJ to apply for funding</p>
8. Any other business	<p>Hastings and Rother Forum next meeting 19<sup>th</sup> February. Sedlescombe Village Hall.</p> <p>RF. Will access the Engage on line contact to the practice and relay back her experience back to Liz at the next meeting.</p> <p style="text-align: center;">Next meeting 28/02/2020 14.00</p>	