

SEDLSCOMBE HOUSE SURGERY
PPG Committee Minutes Dated 28th February 2020

1,	Attendees: - Brian Sokell (BS) Barry Gandon (BG) Roger Sweetman (RS) David Hollamby (DH) Margaret Hollamby (MH) Rosemary Foster (RF) Liz Joyce (LJ) Practice Manager
2,	Apologies: Bridget Orr (BO) Ian Wilson (IW) Doris Jones (DJ) Barbara Turner has resigned from the committee for personal reasons and unfortunately having no access to a computer cannot be a virtual member (We thank Barbara for her contributions since the PPGs inauguration)
3,	Matters Arising from Last Meeting: No Matters
4,	Minutes Approved: Minutes accepted 28/02/2020

Agenda Item		Narrative of Meeting	Action
5,	PPG vacancy for secretary duties	During a telephone conversation with LJ, IW stated that he would be interested in taking minutes as some meetings. MH also said she was willing to share. This was agreed. Further discussion at the next meeting for future minute takers	MH to take next meeting's minutes and BS would type up and distribute
6,	Surgery Website Engage	RS fed back that there are good comments especially the self-care section. Asked if there could be a feedback section on the website. ↔ BS now has access to input PPG business matters such as agenda & minutes of meetings, other items will follow. BG has left feed- back on NHS choices Feedback from RF a little tricky to register but straight forward when using.	LJ to ask Webb provider PPG members encouraged to register and access the system including "Engage" and provide feedback
7,	Patient questionnaire Digital (Although this item "Digital champions" was under AOB, I felt it was relevant)	For digital access to be put on hold until "Digital Champions " have their training LJ has applied for funding (£500) BS & RS attended the PPG Forum and it looks like the promised ipad will be coming from that money rather than the CCG. LJ to contact the organisers by email. RF and BO to attend training sessions on the NHS App. There is a concern that patients will become confused with all the numerous and different health care access on line NHS app	Training being arranged for late March No further actions until training has been completed
8,	Monthly topics	We have at times taken a topic that the "Calendar of national health & wellbeing campaigns 2020-2021-NHS produce".	Put on hold until Digital access followed by patient questionnaire is undertaken
9,	Patients Comments	How can the PPG answer the comments left my patients?	Requires a PPG member to work on how to display the questions and the answers

A.O.B. Items		Narrative of Meeting	Action
1)	Digital Champions	Covered under (Agenda Item 7,)	
2)	Health (Webb site) Re feedback	This site has access to Dentist and Hospital information. Still only 1 comment on the site.	All PPG Members are urged visit site
3)	Cut-off point for Agenda items	No later than 7 days prior to the next meeting.	Agreed
4)	PPG A.G.M.	After due discussion it was considered unnecessary at the moment	Agreed
The Following was raised by Committee Members			
	East Sussex supporters	RS attended a meeting at Bexhill Hospital; there are changes to out-patient services.	Further information to follow
	Summary Care Record	Patients need to inform Practice that they are happy for their medication, allergies and other problems to be shared with other healthcare providers in the NHS. This is <u>important</u> , as it enables healthcare providers to have current information at the time of your consultation.	Patients need to reply/contact the Surgery
	Hand Sanitiser	There is now a Hand Sanitiser positioned as you enter the Surgery waiting room	All persons both entering and leaving should use!!
	DNA "Did Not Attend"	Some Patients are failing to attend Appointments!! It was suggested that an appropriate notice indicating the number of failed appointments could help.	Surgery/PPG
10.	Next Meeting	Friday 27th March 2020 14.00 Hrs	Agreed