



SEDLSCOMBE HOUSE SURGERY
Minutes of P.P.G. Committee Meeting
Thursday 9th March 2023 at 14.30 Hrs



1. Apologies:- None
2. Attendees:- R, Sweetman (RS) B, Orr (BO) D, Hollamby (DH) M, Hollamby (MH)
R Foster (RF) B, Gandon (BG) B, Sokell (BS) L, Joyce (LJ)
3. Minutes of Last Meeting Dated:-
4. Matters arising from those Minutes:- } None:- Apologies from the Chairman
5. Hot Topics:-
Response:- (RS) Has produced an email summary of items, I have added a copy of these to the minutes.
6. Hearing Loss and Deaf Awareness Patients accessing the surgery:-
Response:- Individuals who have been identified with hearing difficulties are identified on the patients notes/computer.
7. Social Prescribing:- sometimes referred to as community referral – is a means of enabling GPs, nurses and other health and care professionals to refer people to a range of local, non-clinical services.
Response:- Your Doctor isn't the only person who can make you feel better. As patients of Sedlescombe House Surgery we are registered with the Social Prescribing Service. Further information can be obtained from reception staff and there are leaflets in the waiting room.
8. NHS Digital App:-
Response:- New guidance on what you need and how to use, has been produced "Getting started on the NHS App".
This guidance will be placed on the PPG Noticed Board.
9. Chairman/Secretary of our PPG (Minute Taking) ?
(BS) A minute taker has become critical in ensuring that the Minutes of our meetings show a genuine reflection of a Meeting.
Response:- It was suggested that each PPG Committee Member take it in turn to record a summary of the Minutes, forwarding a copy to the Chairman/Secretary for emendation and typing-up.
10. A.O.B.
Text messages are being sent out to Patients, inviting those who may be interested in becoming a PPG Committee or Virtual Member to contact the Surgery for further information.

Date and Time of next Meeting:- Thursday 18th May 2023 at 14.30Hrs

Roger Sweetman

to me

Good morning, Brian,

Please accept the delay in sending you my notes.

Healthwatch Hot Topics 6th of March.

Volunteers, staff & Board members meet to share information. PPG members are invited to participate (see below*)

Information & Signposting service (I & S) - has been receiving calls from people not aware of where to go for social care. Access to dentists and GPs still top list of problems.

Enhanced Healthcare - Project which involved Healthwatch volunteers going into care homes has a report being put together at present.

Healthwatch Sussex & NHS Sussex are holding workshops on feedback on the Out Patients Survey.

A Medical Group had posted a notice on their door saying no paper prescriptions would be accepted in future, only those received by email or online. This was reported by a Healthwatch volunteer and the surgery was contacted immediately and taken down. Feeble response saying the notice was badly worded, was made by the surgery. The surgery is going to offer patients training on use using the online app. In response a volunteer said there is now a NHS leaflet on this.

111 Service - a lot of upheaval as it moves from Ashford to Gillingham.

ARRS (Additional Roles Remuneration System) - lengthy discussion as to how this affecting the ambulance service and the failure to backfill staff.

PCNs - operating at different levels.

(*The Hot Topics are usually held on Zoom on the first Monday of each month, 4.30 to 5.30email. (April 3rd, June 5th July 3rd, May to be arranged as the first Monday is a Bank Holiday). To obtain the link email: info@escv.org.uk)

Apologies once again

Best wishes

Roger