



SEDLESCOMBE HOUSE SURGERY
Minutes of P.P.G. Committee Meeting
Dated:- 8th February 2024



1	Apologies:- M, Hall C, Muttathil (has resigned from our PPG for personal reasons)
2	Attendees:- D, Jefferson J, Wheeler D, Hollamby M, Hollamby R, Sweetman R, Foster B, Gandon B, Sokell L, Joyce C, Peedell was welcomed to his first PPG Meeting
3	Minutes of Last Meeting Dated: - 30 th November 2023 Agreed as read
4	Matters Arising from those Minutes: - There were technical problems with the Triage appointments and Messages this has now been resolved. The Telephone Survey will be available for the next meeting There are current No plans to carry out Ear syringing.
5	Prescription Process: - 3 days notice (working days) are required for prescriptions to be processed, if required earlier because of holidays, a request with covering note must be submitted to the Surgery. The Surgery can issue a double amount.
6	The detail and accuracy of patients computer records:- The NHS App should contain individual Patient records Patients are able to access records on-line since 01/11/2023 (NHS App) which also has useful information. Staff have access and assigned roles, if inaccuracies are found, contact the Surgery If a Patient changes Surgery, their on-line medical record starts from the day they register with the new Surgery.
7	Some Text reminders (Appointments) Text reminders for a Practice appointment(s) sent to patients which have never been made, these should be ignored. There was a fault with the internal computer system.
8	Statement of Privacy & Confidentiality:- There are a small number PPG members who have not completed the required document or responded to a reminder and have not attended a meeting. (BS) will contact them seeking verification:- “Are they still wishing to be a PPG member”?

9	<p>A.O.B:- (LJ) Friend & Family Feedback:- Results to be issued monthly, positive feedback received so far from 80 + responses</p> <p>Hastings and Rother Healthcare:- (LJ) To contact HRH with a view to attending one of their Meetings, this will enable us to observe how another PPG operates.</p> <p>GPs (LJ) Dr Kolawole will be joining the Practice this April.</p> <p>On-line appointments not triaged. (RS) A certain numbers of appointments have to be made available, date, time and what is required.</p> <p>Healthwatch Monitoring of the 2 ESHT Hospitals A. & E. Departments. (RS) Gave a verbal feedback to the meeting, certain recommendations were made, the following are some salient points:- Review the check-in-system, Changes to the Patient calling system, improve waiting times, food and drink choices. The full report can be accessed by:- Ctrl & Click the following:- Enter and View 2023: ESHT Emergency Departments and Urgent Treatment Centres – Healthwatch East Sussex</p>
10	<p>Date & Time of next Meeting:- 10th April 2024</p>

Some Comments from the January "Friend & Family" feedback (80 in total)

- Very happy with the service
- The waiting time on the phone "none" and the Nurse was a human. 😊😊😊😊😊😊😊😊
For modern days no complaint
- The triage system seems to be working well. I was able to get an on day appointment. The care I received from the Doctor was very good.
- I was able to get an appointment to have a blood test with a week of my request. On the day, the appointments were running to time and I was out within 15 minutes. Overall, good access to medical care, friendly and helpful staff, no delay in being seen.
- Any time I have been to the Surgery, the receptionist are very efficient and friendly. I've never had to wait long for my appointment.
- The Nurse I saw was very informative as to my concerns.
- Always made to feel welcome. Whole team are friendly and go above & beyond to accommodate you.
- Because all the staff at the Surgery give 100% care and attention to looking after one even if it is a telephone call or another of giving help where needed, they are always willing to help us, always.
- The reception team were understanding and accommodating, the Nurse I saw was lovely.
- Thoroughly explain what my condition means for me, rather than having to go home to research my diagnosis myself. Ask after my welfare and emotional health after hearing I have a debilitating condition.
- Was seen on time and extremely pleasant service by Wendy.
- Friendly, punctual service.
- Treated courteously and questions answered. Explained in detail what I had to do

Although the following was not available at the Meeting, I have included it for information!

Re:- The PPG Forum

(some PPG Members will know little or nothing about, further information at the next Meeting)

From Roger:-

Please see below my report of relevant information gleaned at the PPG Forum meeting.

I attended the Hastings & Rother and Eastbourne, Hailsham & Seaford (HARESH) PPG Forum at Polegate on Tuesday and I obtained the following information.

Dawn Bamforth, Public Involvement Manager Sussex-wide Projects NHS Sussex gave a presentation.

The PCN Toolkit , the result of the PPG Development Project with Healthwatch is receiving its final touches and would be issued shortly.

The ICB has to find 30% cost cuts.

It currently has three offices, Worthing. Brighton and Lewes, this could be reduced to two or even one, Lewes was mentioned as being the one probably left open. The head of Communications & Engagement has already gone. I commented that these were the areas that came in for a lot of criticism and were needed. However Jane Lodge, Associate Director, is still there in public involvement. Dawn and Anj. Hatcher will learn shortly of what the future holds for them. They currently both work from home.

Pharmacy First. This was heralded recently in the news. There was a Practice Manager at the meeting and she confirmed that some pharmacies still have to have some training.

There is a cap on Locally Commissioned Services as the money has run out for the current financial year. Claims were put in late, some as much as 6 months. Except where non-provision of a service could be life threatening, the service will be put on hold until the new financial year.

We have been told that the slides of Dawn's presentation will be sent to us.