

## Minutes of PPG Meeting of 26.03.25

1. Apologies: Ann Brookes, Bridget Orr.

2. Attendees:

B. Sokell (Chair), M. Schreuder, D. Hollamby, M. Hollamby, J. Wheeler, L. Joyce, M. D. Hall.

3. Minutes of the last meeting held 29.01.25 were approved with no matters arising.

4. Newsletter:

Communication received from NHS Sussex Entitled: Tips and tricks for creating engaging PPG newsletters. The email had been forwarded a day or two previously by BS for members of the Sedlescombe House Surgery (SHS/PPG) to note, consider, and perhaps volunteer their thoughts on how the content and advice may be adopted and followed by the SHS/PPG. Feedback sought by the next scheduled meeting of the SHS/PPG.

Ideally members might suggest areas that they could pursue, prepare and submit as content for future publications of the SHS/PPG newsletter.

Discussions ensued: could we prepare and issue a newsletter perhaps twice yearly? Should this be online or in paper form? Would need items or topics to be concise and to the point (see aforesaid Tips and Tricks email). Could carry seasonal advice easily, i.e., vaccination times, winter care, summer care. Need not be strictly serious but a mixture, with some light subject matters too.

PPG members might look at the newsletters of other practices for guidance, inspiration, etc.

5. SHS/PPG performance:

Chair BS noted his own recent concerns that as a PPG we had perhaps tailed off in our diligence, little of substance being undertaken or considered. Each of us should be seeking to ensure that the PPG is effecting a useful conduit between patients and the practice and vice versa. To achieve this, as a PPG we need to be mindful and watchful of opportunities to convey news, concerns, progress, resolve (serious, perfunctory), joy and glee too (light). The aforesaid newsletter returned or re-entered discussion, in short: communication.

MH wondered if practice staff may be able to contribute ideas or thoughts on what the PPG might be doing.

MS queried if responders to the recent and regular questionnaires, could be contacted, with a view perhaps to their either joining or contributing to the PPG. BS noted that responses are usually anonymous, and thus direct contact would be a non-starter. Discussions ensued on how perhaps a note informing responders of the accessibility of the PPG, seeking to encourage contact and possible involvement in the PPG might be added to the foot of the questionnaire.

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6. Waiting Area:

The television to the waiting area screens health promotion. Recently re-activated and new updated content imminent, advised LJ.

7. Patient's questionnaire:

The returns for February/March proved mixed but still the "good" outweighed the "poor". The returns are observed by practice staff, and they are required to be filed to NHS England each month.

8. Physio:

Question raised as to whether the practice has its own physio. Currently a physio is present each Monday, but this shortly will likely be reduced by the PCN (Primary Care Network) to half a day per week. The practice does have opportunity to send patients elsewhere for physiotherapy.

9. Speakers:

The possibility of inviting speakers to some PPG meetings was aired. Speakers might talk or take questions on a variety of activities and organisations related to health. A speaker would be expected to provide a presentation of up to 15 minutes. One difficulty would be space or facility available within the surgery. Speakers might include, for example, St Michaels Hospice, McMillan Nurses, Healthwatch, HVA, Age Concern, etc.

10. Any other business:

None.

11. Meeting closed: 3.30pm.

12. Date and time of next meeting:

Wednesday 25<sup>th</sup> June 2025 at 2.30 pm.