



## MINUTES

Monday 15<sup>th</sup> July 2019

Battle Health Centre

**Attendees:** Steve MacDonald, Alison Sarsons, Jenny Daniels, John Schultz, Tanja Conway-Grimway, Sally Slyfield and Libby Looseley.

**Apologies:** Martine Blaser-Smart, Elodie Lanworn, Keith McPherson, Annie Rodgers

### Items:

#### 1. Welcome and introductions

Steve welcomed everyone to the meeting.

#### 2. Apologies

Libby confirmed the apologies.

#### 3. Minutes / items from last meeting

Jules has offered the PPG a free session so we can see what her yoga class for older people is like. Alison offered to attend and report back.

Steve has prepared a power point presentation for the TV screens but it wouldn't automatically play due to it needing to be made into a film. ACTION: Steve to send Libby the slides to add to the current layout.

Libby confirmed that Dr Rivett has recommended a book for anyone interested in reading more after Dr Mucci's talk: "Being Mortal: Medicine and What Matters in the End" by Atul Gawande (2014).

All discussed topics to advertise via Facebook. Sally confirmed that the header is better but depends upon what you use to access Facebook e.g. appears differently on your phone to your computer/tablet. Tanja will forward information on suicide prevention which is being launched in September. Libby asked if the PPG could promote carers support. She will send Sally details.

All discussed sharing the emails from the CCG about PCNs, general meetings etc. Agreed it would be good to allow others the opportunity to know more/attend

meetings but we felt we need to be careful not to bombard people with too much information in case they leave the group.

#### 4. Update on Action Plans

Steve provided an update on the Action Plan:

- i. Grow the PPG – this is continuing through Facebook, Twitter etc. Steve added a post about attending the Battle Health walk and this received 1,000 hits – see further update below.
- ii. Communicate with the practice community – this is continuing through Facebook, Twitter, emails and discussions with friends/family living in our area. Tanja has now done her Twitter training at work so we are looking forward to her using her new knowledge on our PPG twitter account too!
- iii. Virtual PPG – to discuss at a later date.

#### Walking group

Steve, Jenny and Martine did the Health Walk in Battle. There were 32 people there aged 50-80 years and of differing abilities. It was a 5k walk around Battle; all relatively flat; and finishing in a café where lots of people stayed to chat. All agreed the group was very friendly; all joined the walk in order to socialise as well as exercise. No dogs this time but Tanja said they are welcomed on a short lead. Tanja also said there are sometimes younger people so a good mix.

Steve confirmed that he will do the buggy walk in Robertsbridge which is on Tuesday morning. Tanja and Alison will join him if they can. Steve will find out who coordinates the walk so he can let them know they are planning to come. Steve is keen to know why they stopped doing the Walk for Health, which is the mechanism Battle uses and the plan to use for ours.

Steve has spoken to Tim at East Sussex Walk for Health. He confirmed that they are awaiting a funding decision at the CCG and they might have to stop in September if this isn't approved. Steve is keen to know what equipment, training and insurance is required so we can consider funding this ourselves if affordable and all are in agreement.

Jenny suggested we link with Robertsbridge Village Bus so people can join the Battle group if they wish. All agreed this is a good suggestion.

Steve suggested the Robertsbridge walk could end up at the Village Hall and be an opportunity for walkers to socialise/chat with the Age Concern regulars. John agreed this was a good idea. ACTION: Steve & John to meet to agree which week would be best so not to clash with other Age Concern activities.

Steve has added the walking group organised by Hasting & Rother Rainbow Alliance on Facebook as this ties in with our walking theme. The email of all the Rainbow Alliance activities was circulated to the PPG via email.

## 5. Update on Meetings Attended

Steve provided an update on the meetings attended:

- Hastings & Rother CCG AGM – this was attended by Steve, Jenny, Tanja and Martine as well as Dr Davey. All said it was a very informative meeting. Adam Doyle, Chief Executive of six CCG's in our area was the key speaker and did well. Jenny shared that the cancer services in our area are not on target; nor are hospital waiting times – both concerning for our patients. She hopes Adam will deliver on his promises. Jenny also said that he talked about closer integration with social care and Steve agreed this is a key theme of the PCNs. All agreed this is not without its challenges. Jenny got a copy of the Annual Report and targets. ACTION: Steve to circulate a copy to the PPG.
- Digital NHS – no one was able to make this meeting. ACTION: Libby to email the CCG to see if there is any information to share (Update: done and Josh Broadway has confirmed that he is attending the Hastings & Rother PPG meeting in August to feedback so we can get an update there).

## 6. Update from the practice

Libby provided an update from the practice:

- New HCA – starts w/c 22<sup>nd</sup> July.
- CQC – Libby said that the practice is expecting an inspection telephone call in the next six months. The previous inspection was in April 2016 and the practice was rated as GOOD. ACTION: Libby to circulate a copy of the report to the PPG.

Libby is keen to take the opportunity to review the surgery's Mission and Vision Statement and circulated a copy to all present. Agreed to have this as a focus for the next meeting. ACTION: all those that cannot attend the meeting to feedback thoughts/ideas via email. Libby said it would be great to include a line about the PPG and also the PCN.

Discussed the important role the PPG play in providing patient feedback. Agreed now is not the right time to do a patient survey. Agreed to wait until we have a need for information e.g. views on services for the new health centre; or views on services for the PCN. Key desire of the PPG when we re-established the meetings was to grow the PPG and build links with the community so that we can access patient voice/views of all patient groups when we need to know what services people want for the new premises.

Tanja asked what responses we get from the surgery's friends and family surveys which are sent by text to all those with mobile phones after they attend an appointment; and via a paper form left on seats once a month.

Libby confirmed in the region 90%+ of respondents giving positive feedback which Tanja said is good.

Tanja asked if we analyse which groups complete the survey so we can identify and fill any gaps e.g. if young families do not respond, we could ask them in the waiting room when we have a baby immunisations clinic. ACTION: Libby to analyse friends and family respondents data.

Discussed targeting groups that do not attend the surgery and therefore do not have the opportunity to feedback via friends and family. Steve asked Jenny, who hasn't attended in years, what she would want to know from the surgery. She said she would like to know about the new building, health checks and other services. Agreed we could do a Survey Monkey survey asking people what they would like to know about. Libby suggested she could answer Jenny's questions via a newsletter. Agreed to hold off doing a patient survey for now. ACTION: Libby to consider doing a regular newsletter (she has done one so far but it was back in September).

Tanja offered to do a dummy run for CQC which is a service she provides at work. ACTION: Libby to get in touch with Tanja once she is up to date with her CQC action plan.

- Flu clinics – Libby confirmed that we will be shortly organising the flu clinics and will let the PPG know the agreed dates. The PPG have discussed attending to promote the PPG. They have also agreed to help promote the NHS App and Advanced Summary Care record on behalf of the practice. Libby said it would be good if they could also promote carers.

## **7. Finance monthly update**

Steve confirmed that there has been no further expenditure this month. Balance continues at £942.42 to spend.

## **8. Events and meetings coming up**

East Sussex Healthcare NHS Trust Annual Public Meeting – Tuesday 6<sup>th</sup> August 12.30 – 16.30 at the Hastings Centre, The Ridge, Hastings, TN34 2SA. East Sussex Healthcare NHS Trust provide the Conquest Hospital, Eastbourne District General Hospital and community NHS services. Tea, coffee & lunch provided. Book your place online by registering at [www.esht.nhs.uk/annual-meeting-2019](http://www.esht.nhs.uk/annual-meeting-2019) or by phoning 01323 413876 or by emailing [esht.members@nhs.net](mailto:esht.members@nhs.net). Jenny is planning to attend.

CCG Commissioning Reform Event – Wednesday 14<sup>th</sup> August 2019 15.00 – 16.30pm at Horntye Park Sports Complex, Bohemia Road, Hastings, TN34 1EX. Book a place via: <https://www.eventbrite.co.uk/e/commissioning-reform-event-hastings-tickets-65032033563>. Steve & Jenny plan to attend.

Hastings & Rother PPG Forum – Thursday 22 August 2019, 2-4pm at Horntye Sports Park, Bohemia Rd, Hastings TN34 1EX. Please let Helen Blewitt from the

CCG know if you plan to attend in case there are any changes  
[helen.blewitt1@nhs.net](mailto:helen.blewitt1@nhs.net)

Tanja is attending an NHS Strategy meeting and will feedback to us all.

## **9. Multi-Media Content**

Discussed above.

## **10. Future events/activities (ongoing briefing/continuing brain storm)**

Discussed above.

## **11. Issues raised by patients**

Martine had an issue which she planned to email Libby about. [Update: this was about a patient who had to wait 60 minutes and received no warning/update from the receptionist. The person that had driven her also had to wait around. Libby has reviewed the schedule on the day and there was a procedure that took 50 minutes instead of the usual 20. Libby has spoken to the reception team to remind them of the importance of keeping the patients updated of any delays. Martine will feed this back to the patient.]

## **12. Date & agenda items for next meeting**

The August meeting has been cancelled to allow everyone a summer break.

The next meeting is: Monday 16<sup>th</sup> September 7pm at Battle Health Centre. Apologies already received from Steve, Alison and Jenny. Martine will be Chairing the meeting. Agenda item: to review the surgery's Mission and Vision. ACTION: to consider and bring thoughts to the meeting (or via email if unable to attend).

## **13. AOB**

None