



MINUTES

Monday 17th June 2019

Battle Health Centre

Attendees: Steve MacDonald, Martine Blaser-Smart, Keith McPherson, Alison Sarsons, Jenny Daniels, Pam Underhill, John Schultz, Sue Prochak, Alicia Andersen, Tanja Conway-Grim, Libby Looseley

Apologies: Sue Peters, Elodie Lanworn, Sally Slyfield, 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

Steve thanked Jenny for doing the minutes for the last meeting which have been circulated to all via email. Steve went through the actions arising:

- Martine has put an article about the PPG in the Villager. She plans to do the same for Etchingam and other local publications.
- Steve, Martine and Jenny are doing the walk in Battle this Friday at 10.00am outside the Memorial Hall. Plan is to find out how it works and then contact the Engagement Officer to see if we can set up a similar group in Battle. The Ramblers provide training. All welcome to join the walk.
- Libby circulated the details of a new group in Battle 'Move it; Lose it' for older people at the Emmanuel Centre. It is being run by Lucy Jenner, a new mum in Battle.
- Martine and Sue reminded the group that Jules does a yoga class for older people in Robertsbridge (update: Sue spoke to Jules about the PPG and she has invited us along to see it in action. Steve will contact her).
- Discussed promoting the above events on the TV screens. **ACTION:** Steve & Libby to look to see if we can add a film about the PPG.

- Sue P provided information on the strength and mobility course provided by Occupational Health. Referral is via the GP or self-referral.
- Dr Mucci talks were hugely popular so much so that people were turned away. We have provided a contribution of £35.08 for a thank you gift. Article in the Observer and £565 raised for Friends of the Conquest Hospital. All agreed it would be great to put on more talks. ACTION: Steve to contact Kevin to see if there are any more talks in our area.
- Steve, John & Jenny talked about Dr Mucci's suggestion that people review their medications towards their end of life and consider reducing what they take in order to improve their quality of life. Agreed some people might see this as controversial. Discussed who best to support people in this decision. ACTION: Libby to speak to the GPs (update: Dr Rivett recommends patients discuss this with their GPs on an individual basis. She agrees Dr Mucci is a very good speaker and she recommended anyone interested to read a book she found very helpful called "Being Mortal: Medicine and What Matters in the End" by Atul Gawande (2014).
- Tanja recommended people consider Living Wills to document their wishes.
- Steve has changed the header on the Facebook page. Discussed hot topics and agreed for administrators to add these directly.
- Steve asked Libby if the practice would find it helpful for the PPG to promote particular vaccines e.g. MMR which has been publicised recently and shingles. ACTION: Libby to speak to the GPs (update: done and GPs would appreciate this. Agreed we wait for our new HCA to get up to speed and then discuss the best way to do this e.g. special clinics).

4. Update on Action Plans

Steve provided an update on the Action Plan:

- i. Grow the PPG – this has been achieved through attending the Council meetings, our AGM, Facebook etc. To all continue to promote the PPG whenever we can and encourage new members.
- ii. Communicate with the practice community – we are doing this with Facebook, noticeboard, chatting to friends etc.
- iii. Virtual PPG – to discuss further.
- iv. We need to add a 4th – Steve suggested digital.

5. Update on Meetings Attended

Steve provided an update on the meetings he has attended:

- Hastings & Rother PPG Forum – key focus was on the PCN – see later
- Meeting with Kevin Katner, Chair of Hastings & Rother PPG Forum and Chair of Sedlescombe & Westfield Surgeries PPG – a useful discussion of local issues and learning from a person with lots of experience.

6. Update from the practice

Libby provided an update from the practice:

HCA – Jodie has now left to work in Bexhill and we have recruited a new HCA, Amanda, who comes with lots of experience. She starts on 23rd July.

NHS App – this is a new app being launched by the government in September but is available for patients to use now. Steve & Libby have downloaded the app to try.

The NHS Digital website says: with the NHS App you can

- check your symptoms – find reliable NHS information on hundreds of [conditions and treatments](#), and get immediate advice
- book appointments – search for, book and cancel appointments at your GP surgery
- order repeat prescriptions – see your available medications and request a new repeat prescription
- view your medical record – get secure access to your GP medical record
- register to be an organ donor – easily manage your preferences on the [NHS Organ Donor Register](#)
- choose how the NHS uses your data – register your decision on whether it can be used for research and planning

Example screen shots are available <https://www.nhs.uk/apps-library/nhs-app/>

Concerns were raised with regards security especially as the sign up process requires uploading a photo of your passport or driving licence plus a video of yourself speaking. ACTION: Libby to seek assurance from the CCG's Digital Team (update: done and his response is below:

The NHS App uses NHS login to identify and verify individuals. More information on NHS login can be found here; <https://digital.nhs.uk/services/nhs-login/how-nhs-login-works>

NHS login stores and processes your personal information securely and in line with strict standards. Read more about these [data storage standards PDF, 2.25Mb](#).

The NHS login privacy notice provides further detail and assurance around how your data is stored. <https://account.login.nhs.uk/#/account/termsfuse/privacynotice>

Additional Summary Care Record – we are promoting and encouraging patients to sign up to the Additional Summary Care Record. A text message was sent last week and we will be using other forms of communication too. It provides authorised healthcare staff with faster, secure access to essential information about you and is used when you need unplanned care or when your GP practice is closed. The patient leaflet via this link provides more information:

<https://digital.nhs.uk/services/summary-care-records-scr/additional-information-in-scr#Resources>

Flu clinic – we are soon organising our flu clinics and it would be great for the PPG to use this opportunity to engage with patients as suggested last year. The practice would appreciate help promoting key messages on the NHS App, Summary Care Record and other vaccinations.

7. Finance monthly update

Keith provided a financial update: the PPG has spent £22.50 on the hire of Robertsbridge Village Hall for the AGM and £35.08 contribution towards the Dr Mucci talks which totals £57.58 and leaves a balance of £942.42 to spend.

8. Events and meetings coming up

Battle Health Walk – this Friday 10am outside the Memorial Hall

CCG's AGM – Thursday 11th July 2019 5.30pm – 6.30pm for 'market place' and 6.30pm – 7.30pm for AGM at Manor Barn, 4 De La Warr Road, Bexhill on Sea, East Sussex, TN40 2JA

Digital NHS – Monday 15 July 2019 12pm to 4pm at The Cooden Beach Hotel, Cooden Sea Road, Bexhill, East Sussex, TN39 4TT (refreshments and light lunch provided)

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

9. Multi-media content

Steve asked for suggestions for Facebook and Twitter in next month. Ideas included:

- Additional summary care record
- Heat wave advice – <https://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/>

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

Tanja talked about the ESCC calendar of events. ACTION: Tanja to email list to Steve.

11. Issues raised by patients

Martine asked about the dispensary not being able to get medications when Boots and other pharmacies can. She shared a recent example where the dispensary provided her with a prescription and advised her to ring around to get the medication. Libby explained that this is to do with stocks of medication. If an item is unavailable and we don't have it in stock, it might be that local pharmacies do and this is quicker than waiting for our suppliers to get the item back in, especially if it is known to be in short supply. We use a number of suppliers and do our best to get medication in wherever possible.

12. Helping Hands

Sue Prochak gave an overview of the support offered by Helping Hands. They have 60 volunteers and did 365 jobs last year, most of which were providing lifts to the hospital, village market etc. Requests can be made by calling the mobile number.

Sue talked about promoting their befriending service as there has been little take up for this so far. There was also a discussion about their bereavement support and Tanja gave some sound advice from her work with suicide and bereavement support to talk to people straight away and acknowledge what has happened rather than avoid it e.g. 'sorry to hear what has happened'.

13. Primary Care Networks

Steve asked Libby to say a few words about Primary Care Networks (PCNs) which were discussed at the Hastings & Rother Federation Meeting. Steve put on a short film <https://youtu.be/W19DtEsc8Ys> and handed out one side of A4 overview (copy attached).

Libby said that the PCN is a government direction for GPs to work in a group with other GP practices and provide proactive, coordinated care to their local population. It is very early days and the decisions so far have been:

- To work with the GPs in our federation which include Sedlescombe & Westfield Surgeries; Martin's Oak, Battle; Rye Medical Centre; Fairfield Surgery, Burwash; Ferry Road, Rye; and Northiam Surgery.
- To appoint the Clinical Director for year 1 which is a job share between Dr Rob McNeilly & Dr Camilla Pashley from Sedlescombe & Westfield

The next stage is to write the legal agreement and thereafter look at models that would work best in our rural area. There is funding in year 1 to pay 70% of a shared pharmacist but discussions so far have raised more questions than solutions e.g. who would employ them, where would they be based, how will all practices benefit given the distance to travel in our rural area, are they needed etc.

The CCG provided a presentation at the Hastings & Rother Federation meeting that Steve attended. Steve asked what consultation had been done with patients and the answer was none so far; this is from the government. He also flagged concern that his GP is less available as he is having to attend non-clinical meetings. Libby confirmed that Rob will attend these on his day off.

Concerns were raised that other practice's patients would take our appointments. Libby provided reassurance that this will not happen – the PCN will provide additional appointments that everyone will benefit from e.g. with the pharmacist, social prescribers etc.

Tanja offered to meet with Libby to discuss a recent model she saw for Assessment and Treatment Services. Libby said that Keith Newman, Practice Manager at Sedlescombe and Westfield Surgeries, is the Lead and will be

reviewing models (Update: Tanja has contacted Libby and they have agreed to meet in a few months once things are further ahead).

14. Date & agenda items for next meeting

The next meeting is: Monday 15th July 7pm in Battle Health Centre.

It was agreed not to have the meeting in August to give everyone a summer break.

15. AOB

John provided an update on Meals on Wheels. East Sussex County Council are currently doing a consultation and he encouraged people to add their views: <https://www.eastsussex.gov.uk/socialcare/support-to-stay-at-home/meals-in-your-home/>