**Meads Patient Participation Group**

Minutes of 6th March 2023

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| Chair | Vice Chair | Treasurer | Secretary | Member | Member | Member | Member | Member |
| **J**anine **W**illiams | **J**enny **E**adon | **I**an **M**uldoon | **R**ay  **Y**amin | **M**errill **P**lowman |  | **R**oger **I**saacson | **C**aroline **S**weetland | **T**om **C**rellin |
| Apologies | | | **C**arol **M**uldoon & **C**aroline **P**enman | | | | | |
| Meads Medical Practice Staff | | | **C**hrissy **M**ontgomery  Assistant Practice Manager | | | | Dr **C**harlotte **T**urrell | |

The meeting started at 18:07

* **Welcome**

The Chair opened the meeting and welcomed all members.

* **Apologies**

The Secretary advised that the meeting agenda and previous minutes were sent out to all members. Apologies were received from Carol Muldoon and Caroline Penman

* **Minutes of last meeting – 9th January 2023**

The minutes were accepted.

* **Matters arising**

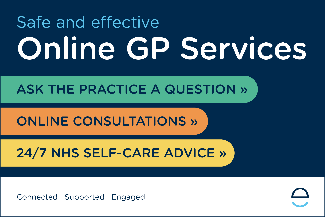
**MP** confirmed receipt of the NAPP (National Association of Patients Participation) payment which will be handed over to the Treasurer. Expiry is 31.12.23.

* **Practice Report and update**

**CM** delivered the practice report covering

* + Dr Sally Rushton joined the practice in January and works one day a week and occasionally extra sessions. She will compliment the practice family planning and sexual health clinics.
  + The practice now has 5 GPs with one currently on maternity leave.
  + Locums are employed regularly to boost capacity and help meet the demands of our patients.
  + A new paramedic practitioner will join the urgent care team in early April. Amy White will bring many skills and experience to this role, ensuring there is at least two paramedics working each day with 3 on a Monday- the busiest day.
  + In the previous meeting a concern was raised around the “abrupt” disconnection of the 21st caller. The maximum number of staff are available during the morning peak times to answer calls. This then reduces as the demand drops and staff can attend to other admin duties. It was felt that patients should be made aware that their calls are answered in a private setting and not in the open reception area. The PPG will work with the practice to finds ways to deliver this message. **JW** to take a photo of the upstairs room for social media.
  + The report pointed to other means by which patients can contact the surgery by way of the “Online Consultation” link on the Meads web site home page.

(<https://themeadssurgery.co.uk)>



* + The report included a request for members to be kind to other car park users and that if any issues arose to bring this to the practices’ attention and not to enter into any verbal discussion with trades people or patients.
* **Patient Complaints**:
  + With no owner for this agenda item, the meeting moved on.
* **Answerphone Message**
  + It was confirmed that a new message was being developed and **CM** provided the text which was read out by **JW**. We look forward to this being updated soon.
* **NAPP**
  + A discussion was had on the benefits of being members of NAPP and concluded that as membership had been paid up to the end of the year, we shall cease membership then.
* **Meads 10th Anniversary**
  + In wanting to celebrate the 10th anniversary of the Meads being in its current location the PPG discussed different ways to encourage the local community to get involved. The following ideas were raised and will be taken forward.
    - A children’s colouring competition – **JW** (poster attached for approval by the practice manager)
    - Announcements in surrounding village magazines like Isfield and Maresfield
    - A photo opportunity to include the practice and PPG members.
    - To spruce up the immediate surrounding, the rose bed would be tidied-up. **CS** will work on this and will reach out to local garden centres.
    - The suggested date for the event would be **24 June 2023**.
* **Secretary Role**
  + With the current secretary moving away, **JW** would take on this extra role in the interim.

**Action: JW** and **RY** will work together to transition any open issues and the PPG GMAIL account.

* **Front Desk Reception**
  + The next opportunity for the PPG to be available for patients to ask us questions will be on 24 March 2023.
  + It was noted that the footfall of patients on a Friday afternoon was low, however while the above date would remain it was suggested that another date would be explored. **RI** and **TC** would set-up on Tuesday 4 April between 3-5pm, as a test to see if this proved more useful.
  + The Practice agreed that a new location for the desk could be found.
  + It was decided that lanyards would not be needed. **CM** to confirm.
  + A PPG pull up banner is available but would need to be updated with the new Meads logo. The cost of this will be explored but is unlikely to be expensive. **JW** to look at getting the existing one re-purposed.
  + The PPG decided there was no longer any need for the information leaflets.
  + Use of the waiting room television is available to advertise that activities of the PPG and allow patients to get to know their representatives in a more friendly way. **CM** will help get this off the ground.
* **Books for Sale in Reception:**
  + We await the practice manager’s decision on whether this initiative can go ahead, amid concerns of spreading germs.
* **Storage Unit:**
  + To generate space for the new storage unit, an inspector visited the site and confirmed the bike rack could move to the front of the rose bed and the bin store made larger to accommodate all bins. However, with the Practice now no longer required to store large quantities of PPE equipment for COVID, they are reconsidering if this is still needed.
  + The group discussed how donations could be refunded as there is no record of who gave what, except for the Uckfield Lions.
  + The practice stated that the money could be put towards medical equipment.
    - **JW** will reach out to the LIONS to see if they would be willing to support re-directing their donation for this cause.
    - The practice will put out a general message to ALL patients advising on the intention to use their kind donations for this different cause.
    - Any future fund-raising activities would need to have a caveat to allow any donations to be used for alternative projects should the situation changes

**Action**: The Practice to put together a wish-list of required medical equipment that will be funded by the donations received

* **Online Registration Document:**
  + The “Systmonline User Guide” was received well but did not capture how patients would request their initial user ID’s and Password. Once this has been written the Practice stated they are willing to put this on their web page.

**Action**: Tonya to prepare a one page document instructing patients how to obtain their credentials

* **What Else Can We Do to Assist The Surgery:**
  + There was no additional request put forward.
* **A.O.B**
  + **MP**- discussed the potential closure of the Freedom Leisure swimming pool as it appears that financial support from Wealden District Council ends this summer and moves under East Sussex County Council. The fear is that with the council budget being stretched the swimming pool is likely to be closed. MP expressed the impact on residents’ health and well-being.

**Action**: JW requested the Practice write to the council to support the pool remaining open as a health benefit to all in the community

* **RI** – Mentioned that he had heard only 3 new patients joined since the Practice opened up their new list. CM stated this was not the case and that new patients joining was in the hundreds.
* **IM**- Raised his concern that he was unable to see results of test conducted by other medical institutions via his SystmOnline Meads access. He was directed to different applications which appeared to be quite complicated.
* **JW** sent a message, after the meeting to Ray to thank him for his amazing stint as the secretary and to wish him well.
* Date and time of next meeting.

**15 May 2023 @ 6:00pm**

The meeting closed at 19:27