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**The Meads Patients’ Participation Group**

**Minutes of Committee Meeting on Monday 20th Sept 2021**

**in the Meads Medical Centre at 6.30pm**

***Present:*** Jenny Eadon, Roger Isaacson, Ian Muldoon, Carol Muldoon, Merrill Plowman, Ray Yamin, Janine Williams

*Also in attendance:* Chrissy Montgomery, Dr. Kevin Ellis

***Apologies:*** Caroline Penman, Charlotte Luck, Dr. Andrew Duckworth

**Minutes of AGM on 28th August / Matters arising**

The minutes were accepted as a true record.

Matters arising

Public liability insurance. Policy with Zurich, held on file under finances.

Who responds to Patients’ questions? These are answered by CL, practice manager. Complaints are dealt with internally.

**Election of Chair.**

Following the resignation of the previous chairman from the committee prior to the AGM, this was held over until today’s meeting. Roger Isaacson agreed to take on the position and was elected unanimously by the committee for the coming year 2021-2022.

He will be aided in his role by Jenny Eadon, Vice Chair.

**Practice Report**

**Staff changes:** paramedic care has been down to one over the past few months. An appointment of a fully qualified paramedic has been made. Nick started last week and will work alongside the duty doctor for his first 6 weeks.

Changes in nursing staff: An experienced nurse, Maxine, has joined the practice. A second nurse, Nicola, will be joining in early November. She is an experienced nurse practitioner.

Bella and Elizabeth are leaving the practice. Jo (who was formerly on the clerical side) has been training over the past year to take on role of Health Care Assistant (HCA) and will take over from Bella. Sam, an HCA from Crawley will be joining the team in October.

Two new clerical posts are in the pipeline. One will be a Government “Kickstart” position for an 18-25 year old.

Charlotte Luck sent her thanks to patients for their forbearance during the summer when several of the doctors took some annual leave from the surgery leading to fewer appointments being available. There are plans for more appointments to come soon including more face to face appointments.

**Vaccinations:** Flu vaccinations are under way. On 11th September, 1,300 Meads patients were vaccinated. Next flu clinics will be on 25th September, 10th and 23rd October.

Covid Booster vaccinations are also starting on 25th September. This will be a separate clinic for mostly over 80s who had their second vaccine more than 6 months ago. More Covid booster clinics to follow on Sunday 10th Oct, Saturday 13th Nov, Sat 4th Dec

The practice requested that the PPG should continue providing Marshalls for these clinics.

**JE** commented that it has been extremely difficult to recruit Marshalls for weekend clinics at short notice as many people on the list of volunteers now have other commitments since the cessation of lockdown or are unable to commit help for specific times at short notice. Longer advanced notice of the clinic timetables might make marshalling organization less difficult.

Dr Ellis said the Practice was very grateful for the support of the PPG.

**Communications reports**

**JW** reported that the PPG Facebook page has 292 likes and 306 followers. Updates on fundraising for the storage shed can be communicated.

It has been suggested that the committee should submit their profiles and photos for the Facebook page. This has had a mixed reception from the committee. To be discussed at the next meeting.

The Twitter account is not being followed so it was felt that this could be discontinued.

**RY** is managing the Meadsppg email account.

No newsletters have been sent out recently to patients on the email list. The list of patients’ email addresses needs updating as some may no longer be Meads patients. Also there are patients who might wish to receive newsletters but have not supplied email addresses to the PPG.

Someone is needed to take on writing the newsletter. In her absence it was suggested that CP might be willing to take on the role.

RI suggested a WhatsApp group might be another way for the committee to communicate. There were concerns about security. To be discussed at next meeting.

**Storage Shed Fund. Report from CP**

The Meads is planning the building of a secure storage shed to house a lot of equipment that is currently occupying a valuable clinical room. The PPG has been asked to help with the funding for this which is expected to cost around £5,000.

CP has organized fund raising to take place at flu and Covid vaccination clinics where we can approach patients outside. A table was set up and manned by a rota of PPG committee with information available and the means to accept donations by cash or card from patients.

To date £1059 has been raised from the first flu clinic.

**High Weald PPG Forum Report from CP** (vice-chair HWPPGF)

The meeting which was well attended by PPG and patient representatives and guest Angela Hatcher (East Sussex CCG) was held online on 13.9.21.

The main topic of interest was Doctor appointments – face to face or by phone. There was no clear answer to the best method.

The waiting time for phones to be answered and the length of time held waiting in a queue was also a bone of contention and appears to be a common problem throughout the Practices.

We are asked for suggestions on how to solve these problems!

**N.A.P.P. Patient Communication. MP**

The National Association of Patient Participation, to which we are affiliated, has recently run a national survey to understand patient priorities. Almost half the respondents ranked issues around access and choice of appointments as their no.1 concern.

NAPP would like to collect personal anecdotes with regard to access, to complement the survey results from both NAPP and NHS England. These can be sent by email to [i*nfo@napp.org.uk*](mailto:info@napp.org.uk)or submitted on the VeryConnect forum.

The categories of concern are:1. Setting (e.g. face to face or phone),

2. Timing of appointment, 3.Who you see, 4.Speed.

Items can be submitted until 31st October.

**Festival of Christmas trees 3-5 December**

As the Meads had shown interest in taking part in this event in recent years, we have been invited to take part this year. In view of unprecedented demand and other existing commitments at the surgery presently it was decided to decline this year.

**Future Projects**

Ongoing shed fund collections at clinic times. CP to organize.

A copy of list of days for specific topics to be circulated. Dr Ellis to action.

**A.O.B.**

It was noticed by Volunteer Marshalls that the Kamson’s Pharmacist has been driving without care or consideration for patients attending the Meads at busy clinic times. This might need being brought to his attention.

The meeting concluded at 8.10pm

**Date of next meeting**

Thursday 11th November 2021 at 6.30pm at the Meads