**Minutes of PPG Meeting 10 August 2017**

Present: Dr Andrew Duckworth, Tina Desouza, Peter & Gabbi Griggs, Merrill Plowman, Patrick Hall (chair) Jenny Eadon, Caroline Penman, Ian Muldoon

Apologies: Trevor Nash. Andrew Duckworth has to leave at 7.10

Matters arising from last Meeting – Tina requested updated Minutes, CP will send.

Report from Andrew Duckworth and resulting conversations:

The practice will close its patients list (as suggested by the CCG) from 1st September for 6 months. This will probably reduce the aprox 8,400 patient list by about 200 eventually, however close relatives of current patients will be accepted. Due to many doctors and staff leaving, locums will fill the gaps, but at a great extra cost. There have been no new applicants for the doctor vacancies. Ideally the practice would like some large company to sponsor some inducement for a new doctor to join the practice – a company car for instance. Somewhat wishful thinking! The practice is working hard to be seen to be giving training to new doctors, as the practice is then perceived as excellent. CP asked if it would be acceptable for this PPG to work with Bird in Eye PPG on projects, AD agreed to this. Possible collaboration might be telling patients that test results can be found online, without having to phone in. This might further encourage patients to register online. However, overarching need is to reduce everyone’s expectations, especially where seeing a doctor is concerned – seeing another specialist person must become the norm.

Patient concerns & complaints: These can only be dealt with by the practice, and PPG can only discuss

generically. More on this in Practice Report.

Practice Report:

Dr Daly left a month ago. Dr Emanuel leaving shortly on maternity leave. Dr King leaving in September. Paramedic Jason reducing his 4 days to 2 days a week (having found a position nearer his home, 75 mins’ drive from here). So the practice is very keenly looking for new blood! However, we have an FY2 Doctor, Julia McEvoy here till December.

TD agreed to notify PG when Patient's List closure is advertised on Meads' webpage. The new app, IPLATO is now installed, and now after every appointment it sends a text message asking if the patient is satisfied and requesting a rating, of how likely you are to recommend the practice to friends/family. This has already got 180 results, up to 1st Aug. 78% are likely/very likely to recommend the practice, 11% neither likely nor unlikely, and 11% unlikely or very unlikely to recommend. The text allows for comments, and most of these have been very appreciative of their treatment. IPLATO can only go to those who have registered their mobile numbers with the practice, hence AD’s request for the PPG to collect these numbers. The Flu jab clinics will start on Sat 16th Sept, 8am-1pm, with appointments every 2 minutes, and 2 (possibly 3) nurses working. 2 further clinics will be held fortnightly. TD requested to be omitted from frequent emailing between PPG committee members, which was quite understood by all. She has a hard enough job, esp at present.

Communications Report from Peter Griggs:

Facebook & Email info gone out since June 11: Advisory notes on heatwave; PPG awareness week & results; A defibrillator is now at Manor Park by Tesco Express, and video on using it; the Lions’ Message in your Wallet (available in surgery); Test results online including advice on interpreting them. More news please! PG agreed to promote Shingles jabs for over 70s and Meningitis jabs for students. Flu Clinic Sept 16 date to be promoted, incl that we provide cake & coffee, wanting donations for Macmillan – and would people like to donate cakes too, please? CP suggested these regular snippits of info should be available for those not online, in written form, & she would do this. … someone? suggested a page in “Uckfield Matters” – all agreed this should be done. PG added that our contact at “Uckfield Matters” is Angela - [editorial@uckfieldmatters.co.uk](mailto:editorial@uckfieldmatters.co.uk) CP to negotiate a page, using info from PG and other sources.

Treasurer’s report: PG reported that of the initial budget of £250 from the Practice, we have spent £171.76, leaving £78.24 in hand. TD confirmed that further funding will be available from the Practice in the future.

The PPG Projects paper produced by PH & CP was touched upon lightly, but the feeling was that we should not raise our presence too much at this time. Also TD said that the projects involving IT could not be addressed while the practice IT lady is off sick. So all suggestions were set aside, apart from starting to co-operate with Bird in Eye PPG.

AOB / Discussions:

The waiting room: nowhere for small children to be amused. TD explained anything provided would have to be sanitized each time it was played with – impractical!

PG suggested colouring pads like in MacDonalds, with wax crayons, TD to supply crayons once PG has printed some paper with useful snippits.

The need for different/young members was discussed, with possible lunchtime meetings to suit mothers of young children. This led to no particular conclusions.

Flu Clinic to be promoted as much as pos & we should man it in 2 shifts: 9-11 Merrill Plowman & Peter Griggs, 11-1: Pat Hall & Caroline Penman. To be augmented by Jenny Eadon 10-12. We should host the cakes & coffees + get mobile numbers for the practice and email addresses for PPG. Fruit to be available as well as cake… no-one specifically assigned to providing these! It was agreed to collect for Macmilan on 16th Sept, Baby Unit on 30th Sept and Air Ambulance on 14th October. PG will contact KSS Air Ambulance and get a proper collection box and some freebies. PG offered to do the 9 to 11 slots on each of the Saturdays and will buy some cakes to bring in.

CP asked TD if the practice has a list of email addresses. TD revealed that although they have some, the practice is not allowed to email anyone without “.nhs.net” suffix. Frustrating! Hence the urgent need for mobile numbers. It was agreed that the Banner (made for th PPG Awareness week) should be displayed in the waiting room permanently.

Next Meeting: 2 months hence, 12 October, 6.30pm

(CP will be away that date)