

**Patient Participation Group  
Old School Surgery Seaford**

<b>Date</b>	Wednesday 25 <sup>th</sup> April 2018
<b>Time</b>	6:15pm
<b>Present</b>	Richard West ( RW) ( <i>Chair</i> ) Jane Tatum (JT) Gillian Little (GL) Jane Macefield(JM) Barry Ranger (BR) Gill Lewis (GL) Alan Rowles (AR) Laura Gage (LG) ( <i>Practice Manager</i> )
<b>Apologies</b>	Pauline Holden (PH) Philippa Davies (PD) Julie Perks(JP) Garry Perks (GP) Bob Patel (BP)

	Notes	Actions
1	<p><b>Welcome and introductions</b></p> <p>Apologies received from</p> <ul style="list-style-type: none"> <li>• Pauline Holden (PH)</li> <li>• Philippa Davies (PD)</li> <li>• Julie Perks(JP)</li> <li>• Garry Perks (GP)</li> <li>• Bob Patel (BP)</li> </ul> <p>The group welcomed Alan Rowles to the group.</p>	
2	<p><b>Actions from previous meeting</b></p> <p><b>Patient Online Access</b> – it has been decided to put this on hold for the time being with all the Care Navigation launching it was felt it would be better to promote this rather than Online Access. It is unclear where online access is going to sit with Care Navigation.</p>	
3	<p><b>Review of Terms Of Reference's</b></p> <p>All members had read the Terms Of Reference which were enclosed with the agenda.</p> <p>Changes and Suggestions were</p> <ul style="list-style-type: none"> <li>• Confidentiality agreement needs to be signed by the new members of the group. Could in fact look at updating all agreements for all members.</li> <li>• It was agreed the dates are to continue to be set on an adhoc basis with RW continuing to email out dates a few weeks in advance.</li> </ul>	

	<ul style="list-style-type: none"> <li>• The agreed to meet every 2-3 months every year. This would make the meetings at least quarterly throughout the year. Extra dates can be added when needed. Suggestion was made that the winter dates are undertaken on a Saturday morning at the surgery. LG able to open the surgery up on a Saturday.</li> <li>• It was noted that GP participation is needed occasionally</li> </ul> <p><b>Other things discussed</b></p> <p>Adult Social Care are running a Health and Social Care event on 1<sup>st</sup> May which will have stalls of local charities and providers of services in Seaford. It was suggested these would be good suggestions for people to come to the group and share their details with the group. They could also perhaps have a stall in the waiting room to promote their service to the patients direct.</p> <p>Website is now up and running with the new provider and all suggestions for content are welcome and also a check from the members would be helpful to the practice when updating as mistakes do happen.</p> <p>The practice have offered the PPG and notice board in the practice which they can use to promote and potential recruit new members.</p> <p>The group commented on the new Care Navigation introduction on the phone and thought it was long and took time.</p> <p>LG informed the group that the message needed to stay as it was something that's agreed as part of the Care Navigation program and the doctors were happy with it but it had been re-recorded as it was felt Dr Palit's version was too slow so Dr Raj has re-recorded.</p>	<p>LG to discuss with Doctors and make all staff aware of the group and the work they do.</p>
4	<p><b>Patient Access</b></p> <p>The planned promotion is now going to be postponed to allow for Care Navigation to be set up first.</p> <p>Care navigation was discussed in the group and process was explained. It was stated that the choice of services is limited at the moment and six is the introductory amount, these will be developed and added to as time goes on. For year two it should have a couple more added. Unclear at the moment what these will be, hopefully will be physio services or similar. These will need to be commissioned by the CCG, will keep the group regularly updated.</p> <p>Two successful current services are the Pharmacies and the Minor Eye Condition service which is commissioned by two opticians in the town – Specsavers and Sussex Eyecare</p>	

8	<b>Date of Next Meeting</b> RW to propose dates for next meeting	
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