

**Patient Participation Group  
Old School Surgery Seaford**

<b>Date</b>	5 <sup>th</sup> December 2018
<b>Time</b>	6:15pm
<b>Present</b>	PPG Liaison Richard West ( Chair) Ginny Buckland ( Sec) Jane Tatum Alan Rowles Barry Ranger Marie Hutton Laura Gage - Practice Manager Kathryn Greig Tina Harman Gillian Lewis Keith Ford Guest Speaker - Melanie Teulet - EAS
<b>Apologies</b>	Gillian Little, Carole Best, Sue Dumelow, Pauline Holden, Margaret Brooker, Keith Ford. Jane Giles.

	<b>Notes</b>	<b>Actions</b>
1	<b>Welcome and introductions</b> Richard welcomed the group, especially as all surgeries were represented at the meeting.	
2	<b>Extended Access</b> Guest speaker Melanie Teulet from EAS spoke to the group about the national initiative of all surgeries encouraging Hub working and sharing resources. Seaford is one of 5 Hubs in the area. This means that if you require an appointment you could be offered one between 6.30- 8.30 during the evenings or at weekends Sat and Sunday mornings. Appointments may be available at the normal surgery or at a nearby surgery within the hub. The pilot is only two months in, but as GP's are in short supply there may be further links to offer other services. Currently, no blood works or smear tests can be offered out of hours. In the future, video consultations may be offered via smartphones, tablets, with a Health Care Assistant being present and the GP somewhere in the locality. There are discussions underway that may result in the smaller CCGs (Clinical Commissioning Units) combining to form larger units. Some GP surgeries in some areas are unable to activate extended access due to insurance and or premises issues. It is too soon to see if there are any benefits for local A/E departments, but it is working well for carers and people working long working weeks. You contact your	<b>Action</b> – would Seaford Scene be a good booklet to place a free ad updating all patients on Extended Access information?

	<p>local GP surgery for an appointment, you are offered the next available appointment at the nearest venue and the appointment will last for 15 minutes (rather than 10 minutes) to allow a doctor who wouldn't know you, to understand what your health concerns might be. Your basic record would be sent over electronically to the health hub where your appointment would be held, to allow the doctor basic information concerning your health. Once your appointment is finished your record is sent back to your normal GP surgery. There would be 4 appointments an hour- 72 slots per week and could take the pressures off day to day activities within individual surgeries. The practice manager will manage the GP's covering the shifts to ensure they are not overstretching themselves and to ensure good quality.</p>	
3	<p><b>Feedback from Shaping Health</b>  Jane Tatum attended the Annual Shaping Health and Care event on the 15<sup>th</sup> November at The Towner Gallery, Eastbourne. The event discussed key challenges and how to change patient's expectations and to encourage networking of local activities and services that could support patients with concerns and conditions. Such as Heathy Living Pharmacy, One for you East Sussex, Community Connectors, East Sussex Fuel and Poverty Reduction and Cold alert and Coffee Pot Computing.  The group questioned how do we get information to isolated patients in the community – some suggested local hairdressers, information in Seaford Scene, word of mouth – know your neighbour, text alerts – but it was mentioned people that are isolated may not have mobile telephones etc.</p>	<p><b>Action</b> – to invite someone from Neighborhood Watch to a meeting in 2019 to discuss – how we can send out local contacts and information to the local community.</p>
4	<p><b>Feedback from online project</b>  EMIS is the current computer system that GP Surgeries use. The on line project needs in principle to spend the assigned capital expenditure before April 2019. There are a number of potential providers and the specification and the Invitation to Tender will need to reflect the existing packages and triage systems currently used in GP / Health Hubs.</p>	
5	<p><b>Practice update</b>  Laura (Practice Manager) updated the group on how the surgery is short staffed, and experiencing long term sickness. The surgery now has TV's in the surgery which are linked into NHS Choices and can be changed to reflect seasonal and local issues. The surgery has been busy with flu clinics and will be preparing for their CQC inspection early in 2019. The last one was 3 years ago, where the surgery received a good inspection, if the surgery receives an excellent inspection this time they would not be inspected for another 5 years. The PPG group offered Laura their support and Laura would let the group know how the group could help the surgery.</p>	<p><b>Action</b> Richard to email Lewes council requesting that the PPG has a stall, during consultation of the new Health Hub.   Richard to email the group the name of the developer of the new Health Hub</p>
6	<p><b>PPG Information</b> – Richard will send out all information in both formats – word and PDF so everyone can open the documents</p>	

7	<p><b>Help with Winter Pressures</b>  Due to the lack of time, a brief discussion about how the PPG could support the surgery during the winter pressures. Ginny Buckland offered to supply and create health and wellbeing displays on the small notice board in the waiting room. It was suggested that the first display would be regarding 'How to Prevent Falls.</p>	<p><b>Action</b> – Ginny to create Falls Prevention display on surgery notice board –completed 7/12/18</p>
8	<p><b>Feedback from Virtual Group</b>  Richard spoke to CCG about the noise levels on the wards at EGH during the night. They will refresh training for all staff working on the wards reminding the importance of allowing the patients to rest and sleep.</p>	
9	<p><b>Date of next meeting</b>  Richard will email out dates for the next meeting in 2019 in the new year.</p>	