**Wealden Ridge Medical Partnership**

***Incorporating Heathfield Surgery, Newick Health Centre, The Firs Surgery&Chailey Surgery***

Dr R. Rajan, Dr S. Narasimhan, Dr E. Sheppard, Dr C. Wiseman, Dr S. Crowley,

Dr L. Gillespie, Dr J. Andrews, Dr E. Larsson, Dr J. Wills

**PPG Meeting**

**12th February 2024**

In attendance:

* David Cumberland (Chair)
* Jane Leney
* Jan Groom
* Heather Ward
* Peter Barton
* Colin Webb
* Cllr Mike Gadd
* Dr Sheppard (practice)
* Julie Acey (Practice Manager – practice)
* Jackie Wood (Vice Chair)
* Charlotte Mitchell
* Karen Williams
* Bryan McAlley

Apologies:

* Lawrence Mudford
* Gill Andersson

**Notes & Actions**

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| **Agenda Item** | **Notes** | **Action**  |
| Welcome and introductions |  |  |
| Notes and actions from the last meeting | Review of the minutes from the last meeting and actions.Matters arising – Colin asked whether 1/3rd of the PPG membership needs to stand down in March 2025 (next AGM)? To be discussed in due course – add to agenda for a future meeting. | **David** |
| Practice Update  | Julie updated the group on relevant practice initiatives:**Staffing**Dr Larsson – patients have been split between the GPs located at the Newick siteDr Marr – will be on maternity leave from April. Maternity cover is in placeStaff recruitment HCA based at Newick2 receptionists at Heathfield2 Dispensers based at HeathfieldMerged WebsiteThis is up and running. Minor amendments/tweaks will be completed on 16.2.24GP Improvement ProgrammeThe 19 week course is just coming to an endImprovements identified and changes made include:* Website
* Phone system
* Skills mix in the reception team
* Staff reviews / 1:1s

AI triage tool: This service is still being trialled. Feedback meetings taking place with the provider, Visiba. * Feedback from the group was mostly positive
* One negative experience

Online Consultation ServiceLink has been removed from the website in the short term pending review of a data breach |  |
| Communications with Patients | 1. More help is needed to enable some of the patients at Newick to understand the reason for the merger. Suggestion that an A5 leaflet could help
2. Text messages not used as the first option for communicating with patients.

JA responded on behalf of the practice: * Consent to receive text messages is detailed on the new patient questionnaire
* Without consent, the practice cannot and will not send a text
* If no consent to text or no mobile number patients receive a phone call and/or letter
* A notification is sent to the text sender if the text fails to be delivered
* Patients can advise the practice of their preference for no texting and consent can be removed, this does not remove the mobile number, just the consent
1. The computer stores a mobile number as the default contact number – JA responded that there is an option to select to receive text messages when registering at the practice

Suggestion that the screen in the waiting room could be used to ask people to remember to update their details. |  |
| Special Interest Groups | Raised by Jackie – suggestion that the Parish Council might be able to host a session for Special Interest GroupsJackie asked Julie whether she could check with staff and Doctors about whether any of them might want to get involved. | **Julie** |
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| AoB | Should there be a Wealden Ridge Medical Partnership Facebook page?  |  |
| Date of next meeting | * TBC – 13th May 2024. Newick Surgery
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**Table of Actions**

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| **Action number** | **Detail** | **Who is responsible** |
| 1 | check with staff and Doctors about whether any of them might want to get involved with the Special Interest Groups | Julie |