

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

13th May 2024

In attendance:

- Jackie Wood (Vice Chair – standing in for Chair)
- Charlotte Mitchell
- Lawrence Mudford
- Jane Leney
- Heather Ward
- Barry Simons
- Dr Rajan (Senior Partner – practice)
- Julie Acey (Practice Manager – practice)
- Becky Dilley (Secretary)

Apologies:

- Jan Groom
- David Cumberland
- Karen Williams
- Colin Webb
- Cllr Mike Gadd

Notes & Actions

Agenda Item	Notes	Action
Welcome and introductions	Jackie welcomed everyone to the meeting and explained that she will be chairing the meeting, as David has sent apologies. A round of introductions was held. It was noted that Peter Barton, Gill Anderson and Bryan McAlley have stepped down from the PPG. Jackie and the group thanked them for their support and input. Barry Simons was welcomed to the group.	
Notes and actions from the last meeting	The minutes from the last meeting were reviewed, with the following comments: <ul style="list-style-type: none">• Tenure on PPG to be added to the agenda of a future meeting – when David is in attendance. Agreed this for the next meeting• Julie confirmed every patient has been allocated a GP• Facebook pages for the Partnership and PPG were discussed.	

	<ul style="list-style-type: none"> ○ The Heathfield Surgery page will become Wealden Ridge Medical Partnership. Commenting will be turned off ○ Newick page will become the PPG page. David to run this – Becky suggested a rota to support admin of the PPG page. ○ Rules for both groups will need to be revised. ○ A re-launch of both pages was agreed ● GP improvement plan has been successful and beneficial for the practice. ● Special Interest Groups: Jackie re-presented the idea and outline intended purpose. Several options were discussed. Summarised as follows: <ul style="list-style-type: none"> ○ The PPG wanted to know if there are things that the practice would like people to do to take care of their own health? How can we support prevention? ○ Possibility to have a stand at the Parish Assembly meetings ○ Options for events to facilitate sharing messages ○ Photo of staff on website / key staff photos displayed in the practice waiting rooms ○ Videos of various issues, including practical aspects of how to navigate the practice processes as well as medically-related topics ● Julie agreed to raise with the Partners. PPG offered support with any ideas ● It was suggested that One You Sussex can support this too 	
<p>Practice Update</p>	<p>Julie updated the group on relevant practice initiatives: <u>Staffing:</u> There are more than 70 staff employed at the practice now. There is one secretarial role being advertised. 8 GP Partners; 8 salaried GPs</p> <p>PPG members agreed that staffing levels have noticeably improved and thanked the practice.</p> <p><u>AI triage tool:</u> This is still being used and has received good feedback from patients. It is working well from the Drs point of view too.</p> <p>Jane asked about <u>forward booking appointments</u>. Dr Rajan explained that this is available and can be booked through reception. There are usually appointments available, although sometimes more tricky if requesting a specific GP. Julie explained the process for booking 48 hour appts – via reception.</p>	

	<p><u>Long Term Condition reviews:</u> Booking for these has been amended to try and ensure as few appointments as possible for patients. Where possible, reviews for patients with multiple LTCs will be coordinated. Patients will be invited according to their birth month by text, email, phone call or letter. They will receive a dedicated phone number to reach the care coordinator team.</p> <p><u>Covid boosters</u> are well underway. All eligible patients have been invited. Anyone can call 119 to check their eligibility for a booster, should they be unclear.</p> <p>Everyone who uses the NHS App has reported good experiences.</p> <p>The practice will be closed for Protected Learning Days on 3rd July and 3rd October.</p> <p>Microsuctioning will begin at The Firs in July</p> <p>Julie shared some interesting statistics: Since 2015</p> <ul style="list-style-type: none"> • 1,300 GP surgeries have closed • 2,000 few GPs • 6 million more patients registered • There are 400 million consultations per annum, equating to 1 in 2 of the entire population are seen each month • General Practice receives 6% of NHS funding • 5% of Doctors work in General Practice • Remaining 95% of Doctors work in other areas/specialities <p>Heather asked if the Chailey surgery could be used more? There is better disability parking and the site is not used much. Julie explained that there is a shortage of nursing staff located at Newick & Chailey, but that there is nursing capacity at Heathfield. There was discussion around this, and Julie reminded everyone that Age UK and Good Neighbours can take people to Heathfield if needed.</p>	
New members	<p>Charlotte informed the group that she will be leaving the PPG after the summer, to take up a place at University. A discussion was held regarding a replacement for Charlotte, and other members that have also recently left the group.</p> <p>The decision was to approach Heathfield, Uckfield and Chailey schools to see if there are any young people who are patients of Wealden Ridge Medical Partnership and interested in joining the PPG</p>	<p>Jackie Charlotte</p>

Communication	<p>PPG section on the website is outdated – Julie confirmed this has been rectified and the minutes for the most recent meeting have been added</p> <p>Chailey Surgery notice boards; please could these be updated re merger and PPG? – Julie confirmed that the site is being refurbished (new flooring, decorating and artwork being created by a patient). The noticeboards will be updated at the same time.</p> <p>Barry asked if an email address could be collected when patients sign up. Julie replied that the practice already does this however, this doesn't really save time as the email addresses can't be searched for in the system.</p> <p>Charlotte relayed an experience with a letter that incurred a charge, and asked if work that will bring a charge could be displayed in the practice, and people informed before the work is done. Julie agreed that she will mention to staff</p>	Julie
Total Triage	Barry highlighted this internet-based apt system, currently in use by Buxted surgery, and wondered if this is worth exploring. Julie is aware of this but there are some reservations regarding the configuration. Barry suggested that someone could liaise with the PPG at Buxted.	
'Health is Wealth'	This is a report concerning disease prevention, that is going to be adopted by the government. It places a significant extra burden on to GPs. It was agreed that hopefully the plans for special interest groups may well help support the practice to meet this extra demand.	
AoB	<p>None</p> <p>The group agreed that it had been a positive meeting and that progress is being made. Jackie thanked everyone.</p>	
Date of next meeting	<ul style="list-style-type: none"> • 22nd July. Heathfield Surgery. 6.30pm 	
	Meeting closed at 8.05pm	

Table of Actions

Action number	Action	Person responsible
1	Approach Uckfield and Heathfield Schools regarding new members	Jackie, Charlotte
2	Reminder to share information on additional charges at time of enquiry	Julie