

Wealden Ridge Medical Partnership

Dr R. Rajan, Dr S. Narasimhan, Dr E. Sheppard, Dr S. Crowley,
Dr L. Gillespie, Dr J. Andrews, Dr J. Wills, Dr K Naineni

Patient Participation Group
MINUTES

Thursday 5th March 2026
6.30pm at Heathfield Surgery

Present: Jackie Wood – Chair (JW)
Gab Szekely – (GS)
Mike Gadd – (MG)
Heather Ward – (HW)
Scott Lavocah – (SL)
Colin Webb – (CW)
Jan Groom – (JG)
Jacqui Poby – (JP)
Robert Hill – (RH)
Becky Dilley – (BD)

Apologies: Barry Simon
Tim Williams
Jane Leney

	Agenda Item	
1	Welcome and Introductions. Review minutes of last meeting	BD welcomed everyone on Jackie's behalf and held a round of introductions. Special welcome to new members.
2	Intro to the PPG	BD gave a brief introduction and history of the PPG. New members welcomed again, and there was a discussion about finding some younger members to join the PPG. Barry has previously mentioned approaching Heathfield College, so this will be carried over to the next meeting.
3	Practice update	<ul style="list-style-type: none">• SL gave the practice update: NHS App Pilot Update We are pleased to report that this pilot is still going well, statistics show a 20% reduction of incoming calls to the practice. In addition we are seeing a spread of contact from patients requiring an appointment on the day coming in throughout the day as opposed to the 8am rush we previously experienced. It is worth reminding that patients can book ahead with the practice, and the on-line triage service is for urgent requests on the day not routine/non urgent

issues.

The NHSE team are back in the practice next week and are looking to carry out patient interviews, in addition we will be asking patients who are using the App option for their permission to send them a satisfaction survey via SMS, results will be collated by the NHSE team and fed back to the practice.

AI in General Practice

We are continuing to use AI for our back office clinical correspondence. We have started small with this and continue to monitor closely.

GP Contract

We are currently reviewing the new GP contract issued by NHSE. Much of it we are already doing but there are a few requirements that we need to review and possibly modify our procedures as a result. The new contract comes into place from 1st April.

Covid Spring Boosters

Commencing Monday 13th April.

Patient co-hort includes:

Over 75's

Patients in a care home for older adults

Patients aged 6 months and over who are immunosuppressed as defined by the NHSE/Government

Changes to the way we order and record the vaccine, we are awaiting patient searches to be updated so we can plan and then start inviting patients in.

PLT afternoon

Tuesday 14th April

Newsletter

Thank you to the committee for the hard work in pulling the Newsletter together.

Julie spoke to Barry re sending an SMS to all patients with a link. It looks like, due to our privacy notices, we can only message patients in relation to direct care. Julie awaiting advice from the ICB as to whether she can send a message to those patients affected by the change of usual GP (basically can we class this as patients care?)

Vitality Training Offer

As a GMS practice we are not permitted to refer or recommend to private providers, or display notices.

Friends and Family test results for February showed another positive month with 93% patients rating our

		<p>service either good or very good.</p> <p>Patient DNA Figures</p> <ul style="list-style-type: none"> Colin noted a discrepancy on the screen regarding DNA figures. SL agreed to look into it. <p>Practice does send text message reminders, as well as having the posters to show the impact of missed appointments.</p>
4	PPG Newsletter	<p>BD spoke about the PPG newsletter, and invited input from the group. Various members kindly agreed to help with content and distribution of the newsletter.</p> <p>It was agreed to add the newsletter as a standing item on each meeting agenda. We will agree the content for the next newsletter, with a deadline for each edition to be completed within 2 weeks of the PPG meeting.</p> <p>Day in the life of... piece was agreed as a good idea for some editions.</p>
5	AOB	<p>Gab shared information about the Vitality training offer, which the group discussed. SL reminded the group that the practice is not allowed to endorse any company or offering. BD suggested that Vitality should link with the commissioners at the ICB regarding becoming a commissioned service.</p> <p>Heather asked why the Chailey practice is only open 2 days per week for nurses. SL said that he would ask Julie.</p>
7	Date of next meeting	Thursday 11 th June 6.30pm Newick Health Centre