

**PPG Committee Meeting held on 11th June 2019**  
**at Ore Surgery**

**Present** Lynne Mitchell, Joan Bones, Lin Holmes, Jenn Hesmer, Chris Mills,  
Alison Green, Andree Stevens, Angie Millington & Jackie Horton

**Apologies** David Standen

**Minutes of previous meeting** were read and agreed

**Matters Arising**

We are waiting for Shilpa Radia to reply about the Pharmacist's duties. Probably busy with the CQC inspection. She has told Lynne she is quite happy to have her photo used.  
No news on Facebook yet, Suzanne also probably busy with inspection. Lynne was unable to get on to the networking event because it was already full. She is still unable to report about the Steering Group as no meeting yet.

**Draft Leaflet** We made one or two small adjustments, but everyone very pleased with the outcome. Congratulations to the sub-committee. There is also a poster to go on the Notice Boards

**Report on NHS 111**

Angie reported that it has been agreed that the current system has been a failure. It is now out to tender for both Kent and Sussex. In theory calls will be taken by a health professional, rather than an administrative person and the caller will then be directed to whichever service is needed. In fact, this ties in with Care Navigation. Station Plaza will no longer be a drop-in centre and appointments will be needed to attend there. There will be an Urgent Treatment Centre at the Conquest next to A & E, which is to be renamed in the American style. All departments should be able to access your Medical Records. This is due to be in place by October 2019, with a final date of April 2020 for it to be fully operational.

**New Commissioning Proposals for CCGs**

Lynne handed out a copy of the details sent out to all PPGs outlining the proposals and the reasoning behind them for us to read and digest.

**Protocol Online Document**

This document, which is online, is currently incorrect so we went through it and made the necessary corrections. Lynne will arrange for the corrected document to replace the old one.

**Notice Boards**

Some confusion over where the posters and leaflets are for Little Ridge site. Joan to contact Suzanne, also to suggest Suzanne liaises with Lin who has made more than one wasted journey only to find the board already done.

The sub-committee has decided on National Immunisation for August and Child Cancer Awareness for September.

There is further confusion over what is happening to posters that have been removed. As we want to keep these we need to ensure that, should surgery staff take them down, they must pass them back to us.

### **PPG Forum/other meeting dates**

Next two forum dates are:-

Thursday 22<sup>nd</sup> August at Horntye 2pm – 4pm

Tuesday 5<sup>th</sup> November at the Ballroom, The Pelican Community Hub, Holliers Hill, TN40 2DD 10am – 12pm

**Annual Public Meeting** 6<sup>th</sup> August at Hastings Centre – Chris warned that tickets are already low.

### **AOB**

There is an NHS meeting at Eastbourne to discuss the new CCG areas.

Angie pointed out that, in a larger group as is proposed, Hastings and Rye tend to be out on a limb in more ways than one. The nearest meeting being at Eastbourne means a long journey for people from farther reaches of Hastings area and for Rye areas. So, already a problem.

Lynne read out a thank you sent out for the work done by PPGs on the Dr Mucci event.

Dr Parker joined us to enquire whether we had any queries about the CQC Inspection. Only Beaconsfield Road is being inspected because that is the registered practice.

Lynne asked Jackie about the role of chaperone within the practice. Jackie explained that she and one or two others have done specialist training so that should either a patient or the doctor carrying out an intimate examination can request a chaperone. This saves nurses being called in unless there is no-one else available.

There is a new system for Patient Access where you can access on behalf of another person.

The time for calling for results has changed from after 2pm to between 11am - 1pm.

Date of the next meeting was confirmed as 13<sup>th</sup> August, at Ore.

Meeting closed at 8 pm.