

PPG Virtual Committee Meeting, 13th April 2021 via Zoom

Present: Lynne Mitchell, David Standen, Angela Millington, Alison Green, Jenn Hesmer, Andrée Stevens and Lin Holmes

1. There were no apologies
2. LM welcomed Julie Holloway, Operations Manager and Katy White, Medicine Management team.

Julie role is to support SMT and staff and to ensure everything is working well. She is based at Beaconsfield Road. Currently staff do not work across sites, but that may change. They have recruited some new staff because of high demand.

AM asked about the problems Reception had been having with verbal abuse from patients. JHo explained that patients seemed to be acting differently, including those who are not normally abusive. AG asked about staff training. JHo said there had been some training but not in handling abuse. There was a discussion about putting something on the message when people phone in, but that there is already quite long message. Using Facebook was another suggestion. There was also discussion about not being able to get beyond Reception even when patients had been asked to ring in. JHo also explained that the Quality Outcomes Framework system has changed this year for Reviews e.g. Diabetes, Asthma.

Katy's role is with the Medicine Management Team as an Administrator to support the Pharmacists. She has considerable experience in GP surgeries. She explained about the Prescription telephone line, which has set times, but very occasionally the options change. They can also be contacted via Engage Consult, where they have their own section. The team liaise with the clinicians eg when patients need extra for a hospital stay or if prescriptions are not there or need changing. There was some discussion about prescriptions and different pharmacies.

3. The minutes of the previous meeting were agreed.

4. Matters arising:

The new website

DS has had a good look at it. He reported that there is a comprehensive search button. The Newsletter can be accessed in more than one place. Navigation however, sometimes will need familiarisation. It would be good to see more photos of senior doctors and other staff.

Engage Consult

LM had done a trial and found some of it long-winded. The questionnaire is long and not always relevant. JHe had received an email back, but it just told you to log back in for your response. AG added that there will be those who find IT tricky or do not want it. JHo reported that there are many patients without technology or a smart phone and they try to have enough Receptionists on duty to deal with patient calls.

JHo and KW left the meeting

Vaccination programme

LM and AM had been Healthwatch drop in sessions every Monday, where it was reported that the take up locally was very good. Quiet sessions at The Brighton Centre were being advertised for any vulnerable people. Transport was available. They were also trying to pick up those who are housebound and who still need vaccinations. There was feedback weekly what was happening at different centres. Eastbourne Welcome centre was closing soon and maybe a vaccination centre in the old Mothercare shop?

5. LM had attended the HBR Steering Group. Anything the group would like to have on the agenda for the PPG Forum Microsoft teams meeting in June to let LM know.

- A.O.B** LM mentioned lateral flow tests are available now from and some pharmacies.
Sue Bendell will be coming to talk to group at the next meeting.
PPG Forum – 8th June 3.30 - 5.00pm on Teams

Dates of nextPPG meeting

11th May 2021 - 7.30pm via Zoom

The meeting closed at approx. 8.45pm.