

## PPG Minutes April 12th 2022 via Zoom

**Present:** Lynne Mitchell( LM), Angela Millington(AM), Jenn Hesmer(JM), Alison Green(AG), Andrée Stevens(AS), Lin Holmes(LH), Debby Anderson(DA), Sue Bendell(administrator)(SB) and Dr Chandni Radia.

1. There were no apologies.
2. LM informed us that she had been in contact with 3 prospective PPG members and was hoping to have a virtual meeting with them all soon.
3. Dr Chandni Radia joined us to tell us about the process that is now taking place with telephone triage. Explaining that the practice and Hastings in general do not have enough GPs but we do have nurse practitioners who are excellent but are not as highly trained as the GPs. The triage first scheme ensures that where possible people see the right clinician and GP appointments go to those who need them.

Receptionists have a set of questions to ask which help the GP's make a patient an appointment with the correct practitioner. Dr Radia went through these questions with us to show how and why they are used. The group found them very enlightening.

The receptionists are being given support in dealing with patients who really don't like this system and are also asking patients to be as co-operative as possible so that everybody gets to see the right person.

Dr Radia also answered a question regarding engage consult availability verses staff availability.

She also told us that the new "cloud telephony system" is a work in progress and not likely to be brought in in the near future. SB confirmed that it is likely to be the norm in the future so that staffing and power outages will not be a problem.

SB answered a question regarding the surgery doors still being kept shut. Dr Parker has said that they need control over who is in the surgery as our buildings are small and Covid is still a major problem and has caused a huge amount of sickness among the staff.

SB also answered a question regarding the possibility of the prescription line being available at a lunchtime one day a week. She said this was not a possibility as it is an additional service, therefore it is being kept as it is for the moment. But you could always ask the receptionist to pass a question to the prescription line. Everybody agreed a that the prescription line was very good and LM asked that Sue feed that back to the staff.

Dr Chandni Radia left the meeting.

4. The minutes of the last meeting were agreed.
5. Matters Arising

### Report from the PPG Forum

The Digital Skills Program. DA said that she was to attend a meeting in Brighton and she will feed back to us on this at a later date.

DA also talked about the way forward for PPGs, saying that Healthwatch and PPGs are creating a template on how PPGs are run and how they should work with PCNs. She has been in discussion with Angela Hatcher about this and she will keep us updated with how this moves forward.

LM commented on how this new setup would actually benefit our surgery. AG asked at what level this was being initiated, DA replied that it was being pushed from above and that Healthwatch and PPGs needed to play a much more pro-active role.

AM reported about a pilot scheme to help people suffering with long Covid. It is hoped that this will be expanded to all areas soon. SB did say that our patients are being referred to a service in Brighton.

LH told us that she and her husband had been treated on a virtual long Covid ward to manage their oxygen levels after having Covid.

LM reported that Terri Steeples was now chairing the PPG Forum as Kevin Katner has stood down.

DA also said that the Hastings representative on the Steering group had been discussed with Angela.

AOB.

#### Hastings Voluntary Action (HVA)

LM and DA told everybody how to sign up for the HVA newsletter. DA told us that the HVA meeting in May is likely to be telling people about PPGs, she explained that the meetings are open to all age groups although they tend to be in the older age group.

LM asked DA how the surgery will cascade this information down to patients. AM asked if HVA events could be publicised in the surgery newsletter.

LM told the group about a leaflet stating that A&E was being overrun and advising everybody to ring 111 before going to A&E to try and ease the pressure by pointing patients to the right place. JH commented that it doesn't help when people can't get GP appointments and their next automatic choice is A&E, they don't necessarily think of ringing 111. LM said that patients still needed educating on the triage procedure.

The next PPG meeting in May will discuss the PPG procedures and protocols document which was last reviewed in 2019. LM asked the group to read and do their own reducing of the 'wordy' document before the next meeting

The meeting closed at 8.30pm.

Next meeting May 10<sup>th</sup> 2022 at 7.30pm