



**MINUTES OF A PATIENT REPRESENTATIVE TEAM
MEETING HELD ON 11 DECEMBER 2024**

Present: Margaret Barton (MEB), Megan Birch (MB), Bob Cooper (BC), Janet Copeland (JC), Tina Coulson (TC), Sheila Drury (SD), Marion Hellmuth (MH), Pat Osbourne (PO)

Action

1	<p>Welcome and Apologies.</p> <p>Sheila welcomed all to the meeting.</p> <p>Apologies received from Lesley Marginson.</p>	
2	<p>Minutes of the last Meeting & Matters Arising</p> <p>The Minutes of the last meeting were agreed. Actions arising from them not covered on agenda items:</p> <p>7.a Car parking – Copthorne: 2 more quotes are being sought. New flooring has been laid throughout, new fencing and gates erected and hedges trimmed. Pound Hill – work will start once the work at Copthorne is completed.</p> <p>7.d Blister Packs – Tina will follow up with the pharmacist.</p>	TC
3.	<p>Feedback from Bob on Sussex PPG Network meeting</p> <p>The main purpose of the Network Group is to share information between individual PPGs throughout the county to inform and find best practice. Bob attended his first online meeting and gave an update on our PRT meetings and our newly updated Terms of Reference. He was asked to share these with the group.</p> <p>Bob was asked to give his feedback on Sussex Health & Care's mental health campaign. Copies of the slides were available at the meeting and put up on the big screen.</p> <p>All agreed this was a good campaign but felt the characters could be displayed in a better way. Megan showed the photos used by the NHS & Care Volunteer Responder programme which showed real people, it was thought this a better way.</p>	
4.	<p>New Members</p> <p>There have been 2 new member enquiries via the practice website and Sheila has contacted them. Both are very interested in joining the PRT but were unable to attend this meeting. They hope to come to the next meeting and Sheila will advise them of the date. There is another potential member who has said he would like to join and, again, Sheila will liaise.</p> <p>It was noted that two members have not attended meetings for over a year,</p>	SD

	and as per our revised Terms of Reference, they will be asked if they would like to join the Virtual Patient Group instead.	SD
5.	<p>Updates from Megan:-</p> <p>a) Infographic – November’s Management Summary was circulated and discussed. Whilst our patient list remains capped, Bridge Medical Centre is actively seeking new patient registrations.</p> <p>The problem of accessing appointments was again raised. Tina advised that there has been some GP sickness which reduces the number of appointments available, but in general the practice provides 40 triage and 80 book on the day appointments. There are also a few appointments available to be booked in advance, but these are limited.</p> <p>b) Website – all agreed the new website is much more informative and accessible.</p> <p>A link to Patient Access has now been added to the repeat prescription and appointments pages.</p> <p>c) The Facebook/Instagram trial continues to attract followers, with 71 at the present time.</p>	
6.	<p>Staff</p> <p>The practice is currently low on nurse appointments as 1 nurse has resigned and 1 is on maternity leave. It is proving difficult to appoint a replacement for the 12 month maternity cover but Tina is more hopeful of finding a suitable candidate for the permanent contract. Adverts are currently being placed.</p> <p>2 administrators and 1.5 receptionists are leaving.</p> <p>One partner GP has been on long-term sick but is hoping to begin a phased return in January.</p>	
7.	<p>Future guests/speakers</p> <p>Dr Rajasekar, who joined the practice in the summer following completion of his training, will be invited to the PRT meeting in March.</p>	TC
8.	<p>Compliments & complaints</p> <p>Since our last meeting in September, 14 compliments have been received, which includes some from relatives thanking the practice for looking after their family members so well.</p> <p>10 complaints have been received mainly regarding appointments, 1 was for late processing of a repeat prescription request (4 days instead of 3) and 1 regarding a medication that was not available.</p> <p>During this meeting complaints regarding problems accessing appointments were raised and one regarding a receptionist’s attitude. TC said that regular role play training is carried out with the reception team to better inform how their response impacts patients.</p> <p>Marion asked whether medication review appointments were necessary as this</p>	

	<p>could free up an appointment for someone who needed it more. TC replied that these reviews are important to ensure that medication is still appropriate.</p> <p>It was advised that any complaints should be raised through the proper process, either via the website or to Tina direct. This will allow time for them to be considered and replied to accordingly. They will also then be included in the monthly compliments and complaints figures.</p>	
9.	<p>Any other business</p> <p>a) Bob queried why book on the day appointments are still not available online. Megan explained that, whilst appointments are in such demand, it was a fairer way for everyone to have the same opportunity to access one. It also allows for more appropriate allocation of appointments, e.g. someone may book a face to face doctor's appointment online when it is for a medication review. Reception can explain this can be done by a telephone appointment, thereby freeing up a face to face one for a more urgent need.</p> <p>b) Bob asked whether a patient could reply to a text message sent by a doctor. Doctors do have the option to tick the reply box and Tina will remind them of this.</p> <p>c) Pat mentioned the leaflet holder in the Pound Hill surgery waiting room. As leaflets are no longer used and it is empty, should this be taken down?</p>	<p>TC</p> <p>TC/MB</p>
10.	<p>Date of next meeting</p> <p>Wednesday 12th March 2025 12.00 – 14.00</p>	