

**MINUTES OF A PATIENTS REPRESENTATIVE GROUP  
MEETING HELD ON 18 OCTOBER 2023**

Present: Perry Anderson, Bob Cooper, Janet Copeland, Sheila Drury, Morag Keddie, Jan Leftley, Pat Osbourne

**Action**

1/2	<p><b>Welcome and Apologies.</b></p> <p>Sheila welcomed all the to meeting, and Perry introduced Caroline Seinfeld from Carers Support West Sussex.</p> <p>Apologies received from Brian Bell, Dave Dopson, Jane Green and Lesley Marginson</p>	
3/4	<p><b>Minutes of the last Meeting &amp; Matters Arising</b></p> <p>The Minutes of the last meeting were agreed. Actions arising from them:</p> <p>Item 5 - Monthly infographics had not been emailed to the PRG but they are now included under the news sections on the website. Everyone agreed that they are happy to view the information this way.</p> <p>Item 7a) Perry confirmed that welfare checks are carried out on patients over 75 who haven't been in contact with the practice for over a year. Letters or texts are sent and of the 63 checks done last year, 30 patients came in for a review.</p> <p>Item 7c) Items under the News section of the website now show the date the item was posted.</p> <p>Item 8 - Physician Associates now added to staffing list on website.</p>	
5.	<p><b>Caroline Seinfeld, Carers Support West Sussex (CSWS)</b></p> <p>Caroline outlined the service provided by CSWS – they support unpaid carers throughout West Sussex offering social groups, peer-to-peer support, counselling, benefits advice, respite. They also have a welfare fund which can be used to provide opportunities for the carer to have some “me time” e.g. gym membership.</p> <p>They currently have a new primary care project, funded until March 2025, which aims to raise the profile of CSWS and unpaid carers to every GP practice in West Sussex. Following Covid, it was estimated that there are around 9 million unpaid carers in England and Wales but only approx. 500,000 are known to their GP practice.</p> <p>To help raise awareness, Caroline advised they would like to engage with PRG groups to come up with ideas on how best to facilitate this.</p> <p>There followed a Q &amp; A session:</p> <ul style="list-style-type: none"> <li>• Currently 50% of GP websites don't have a link to Carers Support – PHMG do.</li> <li>• Carers can self-refer or be referred by a professional.</li> <li>• A carer-friendly badge is in the pipeline.</li> <li>• Morag and Sheila's email addresses will be shared with Caroline as links to our PRG.</li> </ul>	

	<p>It was agreed that Perry would arrange for a text to be sent out to all patients to ask if they look after a family member, neighbour or friend on an unpaid basis. Any positive replies will be sent a link to CSWS and it will be noted on the patient's file that they are an unpaid carer. Where possible, it will also be noted who they care for.</p> <p>After thanking Caroline for her time, she left some leaflets for the practice and then left the meeting.</p>	<b>PA</b>
6.	<p><b>Infographic – monthly stats</b></p> <p>Perry handed out September's infographic and discussed. Physician Associates (PAs) carry out 8 appointments a day and 3 GP appointments are blocked out to give them support.</p> <p>We currently have 2 GP Registrars (doctors on their GP training placement) who carry out the first home visit, followed by a follow-up visit by a PA and then by a GP if required. 12-13 home visits are carried out each day.</p> <p>PAs also look over medical letters to ensure nothing has been missed.</p> <p>There has been an increase in telephone calls to the practice, 50-80 a day, mainly due to the vaccine programme. It should revert to approx. 300 calls per day once the programme has finished.</p>	
7.	<p><b>Staff</b></p> <p>Perry advised the meeting that he is leaving the practice on 22 December.</p> <p>Tina Coulson has been appointed as the new Practice Manager and will start on 1 November. Tina is currently Practice Manager at Park Surgery in Horsham. She will be salaried rather than a partner.</p> <p>The practice is looking to recruit another Business Manager to support Morag and Tina.</p> <p>The practice is still struggling to satisfy the number of requests for appointments. Dr Wykes returned in August following maternity leave, Dr Barden is doing an extra surgery a week and Dr Procter is doing most of the routine appointments, e.g. private medical check-ups. These will ease the situation somewhat and we are looking to recruit an additional GP in the middle of next year and are hoping one of the trainee GPs will apply. The problem is, as always, space.</p> <p>On-the-day online appointments booking is not being re-instated at the moment.</p> <p>The problem of not being able to see the same GP for an ongoing problem was again raised.</p>	
8.	<p><b>Any other business</b></p> <p>Jan attended a musculoskeletal programme held at K2 leisure centre, which she found very good. This forms part of the Active Life 12 week programme. Perry advised this is being trialled in Crawley, Horsham and Brighton.</p>	
9.	<p><b>Date of next meeting</b></p> <p style="text-align: center;">Wednesday 6 December 12 – 2 p.m.</p>	