

**MINUTES OF A PATIENTS REPRESENTATIVE GROUP  
MEETING HELD ON 8 JUNE 2022**

Present: Sheila Drury (SD) (Chair), Perry Anderson (PA) (Practice Manger), Brian Bell (BB), Janet Copeland (JC), Dave Dopson(DD), Jane Green (JG), Jan Leftley (JL), Pat Osbourne (PO), Morag Keddie (MK) (Deputy Practice Manager), Dr Grace Barden (GB) (GP Partner)

**Action**

1/2	<p><b>Welcome and Apologies.</b></p> <p>Sheila Welcomed all the to meeting</p> <p>Apologies received from Lesley Marginson</p>	
3.	<p><b>Minutes of the last Meeting &amp; Matters Arising</b></p> <p>Perry confirmed that he would endeavour to update the website with any changes under “news items” in a timely manner. It was highlighted that last year’s flu news had only been taken off a couple of weeks ago.</p> <p>PRG group will be kept small. PA has a search with 1,000 patients that could be part of a virtual PRG group, which includes younger age and ethnicity. On further discussion it was muted to perhaps send these patients a virtual survey (once agreed today) and ask if they want to participate as a virtual “friend”</p> <p>Perry will invite a member of the new build Project Management Team to give a presentation at the next meeting of the PRG. It was decided not to invite them to this meeting – on todays agenda for discussion</p> <p>Perry will email the new build plans to the PRG, with a hard copy sent to Janet. PA to re-send this to Janet and also provide hard copies for all at the next meeting in October. PA asks that these plans are not to be shared to anyone outside of the group for the time being – all agreed</p> <p>All agreed the minutes of the last meeting date 8<sup>th</sup> June 2022 were a true reflection and the minutes were approved</p>	<p style="text-align: center;"><b>PA</b></p> <p style="text-align: center;"><b>PA</b></p> <p style="text-align: center;"><b>PA</b></p> <p style="text-align: center;"><b>PA</b></p>
4.	<p><b>Introduction of Dr Grace Barden &amp; Staffing</b></p> <p>PA introduced Dr Grace Barden, our new Partner GP. Was originally a registrar with us and then went on to become salaried GP alongside Dr Pippa Woolner and Dr Elizabeth Charles Edwards. The group chatted with GB getting to know each other with SD explained that the group sees things from a patient perspective and then can bring up areas of concern. GB informed them of her days and that she was going to be working alongside Dr Joanna Wykes on diabetes. She explained that Diabetes is one of our largest disease areas with approx. 1k patients (150 type 1 &amp; rest type 2) and approx. 1,500 pre-diabetic patients.</p> <p>With GB coming on board we are back to GP numbers that we were prior to pandemic – now well staffed.</p> <p>PA explained the history of the group to GB.</p> <p>This will give 8 partners (7 GP &amp; 1 Managing) &amp; 2 salaried doctors. We currently have 3 registrars going through their GP training with us.</p> <p>Our Physician Associate, Francesca Davies-Meyers, left us on 4<sup>th</sup> August. She was pivotal in helping us bring the Physicians Role alive in the practice. She</p>	

	<p>will be very much missed. We have employed 3 new PA's. they all start at beginning of September on 1 day per week until they have completed their finals. There will be a period of training, mentorship and supervision and will hopefully be up and running at beginning of the new year. Lauren Neal. Lauren Hillyard and Nathan Faulkner will help with our acute illness clinics, visits and seeing patients, which proved so successful with our previous PA. They will certainly help the workload of our GPs – much needed.</p> <p>Giselle Fenwick, Practice Nurse, is retiring after 22 years but will be available on contract to help out with vaccine programmes.</p> <p>Within our Admin team we have a new member of staff replacing someone that left to go to the Airport – Penny started with us in June doing deductions and scanning. We have also recruited a new Health Care Co-ordinator, Sam Qureshi to help our Lead HCC. They both help take pressure off the Management Team which in turn enable the MT to tackle what is needed at the Surgery within their remit.</p> <p>A new receptionist has also started with us, Angela McCarthy which brings the reception team up to strength.</p> <p>Perry will arrange for the website to be updated with all these changes as they occur.</p>	<b>PA</b>
5.	<p><b>Future Surveys</b> In Person</p> <p>PA handed out a draft survey (last used 2019) and asked for any ideas/changes. All were happy with the format and the following agreed to come to the surgery to speak to patients: Mon 12<sup>th</sup> Sept – Jan @Cophorne Tue 13<sup>th</sup> Sept – Pat @ PH Wed 14<sup>th</sup> Sept – Janet @ PH Sheila as backup All to start around 9.30am Requested by SD to have slips to give patients regarding online access in case not able to complete – MK to sort</p> <p>Online Turn the In person into a survey monkey and send out electronically</p>	<b>MK</b>  <b>PA</b>
6.	<p><b>Results of National Survey</b></p> <p>PA agreed that the survey findings will be discussed at the meeting in October along with Friends and Family results. PA also to post results of National Survey onto website.</p> <p>JL mentioned that we were top in Crawley according to a news article – PA very happy</p>	<b>PA</b>
7.	<p><b>CQC Mock Inspection</b></p> <p>PA discussed how useful this was before. We would look to cover Safe &amp; Responsive as before. SD &amp; BB (who did the last one &amp; found it informative) volunteered to carry these inspections out during October and to discuss the outcome in December. Will be good for us that we have engaged the PRG in helping with CQC as this will show commitment to take things on board.</p>	
8.	<p><b>New Build</b></p> <p>As discussed at previous meetings there was a hold up with the parking situation between the GP surgery and the school. It has been agreed that a shared parking lot cannot go ahead and the next stage will include separate parking. The surgery will have the same amount of consulting rooms as we currently have at PH. Hope pre- application will happen over the next couple of months – this gives</p>	

	<p>details without too much expense with full planning later in the year. The hope is to break ground around Christmas with a completed building 12-18 months following.</p> <p>PA hopes to engage with Friends and all groups regarding the New Build over 4 events to be held online and will include the Partners and developers.</p>	
9.	<p><b>Q &amp; A</b></p> <p>The following are answers to questions raised at the meeting:</p> <ul style="list-style-type: none"> <li>• JL asked about Brighton Hospital – was asked if it nearing completion. PA advised that they are still finishing neo natal care in Sussex, stroke &amp; cardiology – due to complete next year.</li> <li>• BB – How is the practice doing with f2f? PA updated: now 50% f2f &amp; 50% phone. All nurses are now f2f (with exception of diabetic nurse reviews which are split) hoping to get back to 60% f2f &amp; 40% telephone. Each of the partners have taken 4 extra appointments per session due to telephone appointments. If a GP needs to “see” a patient they will book them in.</li> <li>• JG – return phone call – patients get anxious if they miss the call as not always at the time they have booked (understand the reasons). PA suggested that the patient perhaps asks for the call to be as near to the time as possible. JG to share a survey from GPs from BMJ with PA</li> <li>• JG – asked about leaflets in the surgery. We are dependent on the Infection Control Policy team to advise when this can go ahead. PA to find out. JG to send link for leaflets to PA to put on the website. PA to tidy up the news part of the website as old news is still appearing.</li> <li>• Covid – was asked about the covid vaccinations and which ones they might be. PA advised that Moderna will be available – new Pfizer has not yet been approved. First clinic will be on 17/9/22. 800 patients each weekend. Patients can book through Accubook – texts will be sent out so there is no need to call the surgery unless you are unable to do through accubook.</li> </ul>	<p><b>JG</b></p> <p><b>JG/PA</b></p>
7.	<p><b>Date of next meeting:</b></p> <p style="text-align: center;">Wednesday 5<sup>th</sup> October 12pm – 2pm</p> <p>It was agreed to continue with Wednesday lunchtime meetings every 2 months with lunch provided by the practice.</p>	