**SOVEREIGN PRACTICE PPG**

**MINUTES OF THE FULL GROUP MEETING**

**Held at Princes Park Health Centre**

**On 12 November 2019 at 10.00**

Present: P Palmer (Chair), R Dine (Vice Chair), E Laye, M Mottram, K Ogden, J Hardy,

J Moffatt, P Veal, Su Chell, Gwladys Mabb, Jean Addington, Trevor Craske, Graham Willoughby (Practice Manager), Tracey Marsden (Practice Lead Nurse)

Apologies: Rosann Miller, Dr K Norwood

1. **The Minutes** of the last meeting in October 2019 were agreed and signed.
2. **Matters Arising.**. Patricia announced her intention to step down as Chairman. This was due to both ill health and personal matters. She handed all those present a note with an in-depth explanation but said that she would be willing to help the new appointee if needed. However she did offer to stay on until the AGM if that was a help to the committee. There would now be the matter of deciding on a person to nominate as her successor **and it was agreed that names be sent to Roger.** Keith proposed that Patricia stay on as Chair until the 2020 AGM and John Seconded this.
3. **Presentation of Survey results/group discussion**

Roger asked if everyone received his e-mail and was there a problem opening and reading it. He said that the purpose is to talk about the next step on how we go from here. The comparison carried out does not accurately reflect the two surveys. They asked slightly different questions and the data collected does not compare exactly.

Graham and Roger to liaise on the wording of the report to be forwarded to the partners and not ask for a meeting with them as nothing would be said over and above what was said in 2018. The partners have agreed to various changes which were implemented based on staffing issues regarding pre-booking and booking on-line. Unfortunately, due to Dr Massey Leaving and the accident of Dr Pope the practice was operating on three and a half doctors instead of six. Graham went on to say that a locum would cost the practice £900 per day. It was also difficult to find doctors in the South East as a whole.

NHS contracts were provided from a private company who are putting contracts out to tender. Roger asked what the cost of a locum would be. Graham said that a locum would cost £600 per day for the practice and they do not do any paperwork involved with seeing patients and there were 3000 people whose tests had to be reviewed by GPs.

The surgery is looking for more doctors but the nursing staff is enough.

Graham said that room vacancy in the surgery was at saturation point as they only use half the building the other half is leased by CCG who used to use it. The surgery enquired about leasing this other part and were told it would cost £70,000 a year and they would not allow the surgery to use the services. If it had been allowed, then there would be more nurses and clinics to relieve pressure on Doctors. Roger asked if pressure from the PPG would be a help or hindrance? Graham said that Fiona Kellett had a meeting with them a week ago, so we need to be patient and see what happens.

Roger said that in view of the difficulties faced with surgery’s and our point of view it would be helpful if the PPG could hear about them sometimes as there are sometimes conflicting responses. Graham agreed but said they were not notified of changes due to operational difficulties and that led to conflicts between patients and the surgery.

John asked if this year’s objectives did not happen due to events?

Tracey said that patients needed to be educated about the range of services.

Social prescribing was also looked at and Graham said that they did not look at patients wholly. There is an organisation that provides social prescribing – STEPS . It is all about keeping patients in their own home by giving them a PA to help them and signposting other services. Graham mentioned a lady called Paula Leyton regarding this. Patricia said she had tried to get them to come to a drop-in

Roger asked Jackie .about nurses clinic on Saturdays. She said that over the last two weeks people have not been turning up. The same happened with the Doctor’s clinic. Nurse DNAs are higher than GP’s.

Keith said that when he visited Polegate they had a system of 3 misses and the person was removed from the list. Graham said he was unsure if this was allowed.

The overall conclusion is that we cannot take things further until we know what future Government policy is going to be. Graham said that changes would be introduced if it did change but at present it is not possible. It could be a statement was put out about this Roger suggested Partners are happy with that sort of format. Patricia said that in conclusion a statement should be put out to say we **are** doing something.

KO asked why they say afternoon appointments won’t work? There was no problem with this in many areas.

Jean asked why some appointments could not be held back for afternoons and Jackie said that it meant a doctor would need to be available during the afternoon when they needed to take other surgeries.

1. **Social Prescribing update**

Patricia mentioned that she had received no reply regarding this and still wanted to set up a meeting with Ralph from Bridgeland. At present she is getting nowhere. John has a meeting at 2.00 and has already made points known to H Blewitt and seeing if she can put up an officer who can talk about this subject. As soon as we get a date, we can sound out the meeting. John will report back on this.

1. **PPG Visits**

Keith and John were invited to a meeting at Polegate Health Centre on Thursday, 26th September at 1pm. The practice has a patient number of 20,800 and is served by six partners, an advanced nurse practitioner and a paramedic practitioner.

The area covered by the surgery is on the boundary of what is now our Primary Care Network. It also has one of the largest elderly populations in the country. The surgery has a similar appointment system to us, but it was noted that patients could book afternoon appointments in the morning. There are 10 members of their PPG with two new members attending for the first time. Their meetings take place every three months, but one had recently been cancelled due to an NHS initiative. It was also noted that one of their members has been involved for 11 years. Discussions covered developments with flu vaccinations, Primary Care Network and digitalisation within the NHS. During the course of the meeting it was reported that sadly the Triangle Surgery would close as the landlord had served notice and the meeting discussed what was needed to be done at the main building. John spoke to Bev. and asked for a copy of the report. There had also been talk about moving to the old library building but it was far too small for their needs. Willingdon patients have now been transferred back to Polegate. At the end of the meeting they provided copies of our Drop-in event in December at Princes Park and our PPG leaflets. They were then given a tour of the surgery and finally thanked them and wished them well with their move.

Social prescribing was done by Nurse Practitioner.

Enys Road and Bolton Road surgeries were amalgamating.

Hampden Park is linked to Manor Park. John had an appointment there this afternoon.

1. **December Drop-in**

John said that Harbour Practice Group is struggling but having been in touch with Helen Blewitt they have forged some good links. They will be attending the drop-in.

Patricia also mentioned she had to Christmas sacks and asked members if they could bring small presents wrapped up to put in the bags (one for children, one for adults) at the next meeting on 10th December, so they could be used to the Christmas drop-in. Patricia also mentioned that there was a lot of material belonging to the PPG in one of the cupboards by the door and asked for someone to take charge of these. Su volunteered to do this. Roger also asked if we could also buy a small quantity of decaf coffee because people at the drop-ins had sometimes been asking for this. Patricia also mentioned that it was good to check everything the day before the drop-in to ensure all was ok. She also mentioned it would be a good idea to invite June and Shirley to the meeting as they had offered to help at the Drop-In. **Agreed**

1. **AOB**

Pat Veal said she was sorry Patricia was leaving

Patricia then mentioned that it might be good for other members to shadow each other to see how each member worked. It would also be beneficial to the Committee members as well. Trevor will shadow Roger. Jean and Pam are already shadowing Patricia with Drop-In arrangements.

Keith had been talking to Roger about Harbour Practice and Roger said it would be best to focus on PPGs from our own area who are part of our PCN. **It was Agreed.**

There being no further business the meeting closed at 11.45.

The date of the next meeting is Tuesday, 10th December 2019, at 10.00

Signed…………………***Patricia Palmer (Chair)***………….

Date………………***10 December 2019***……………………………………..…