

## **Welcome, Apologies and Introductions**

Jackie welcomed everyone to the meeting, and apologies were noted from Jane, Barry, and Colin.

A round of introductions was held. Present at the meeting were, Jackie Wood (chair), Cllr Mike Gadd, Heather, Jan, Gab, Becky (vice chair and minutes), Julie (practice) and Rose T (practice)

## **Item 2 – A Day in the Life**

Rose is Care Administration Manager and gave us a run through of a day at work in her role at Wealden Ridge. Rose manages the Workflow Team, the Care Coordinator Team, and the secretaries. There are 10-12 staff members in total.

Rose's role is really varied day-to-day; so she took one snapshot day as an example. That day she; sorted coding anomalies, followed up with admin on some work that needed completing, filed the labs from National Screening Programme results, reviewed 111 documents, did some work towards changing the way referrals are made for QVH, ordered water, supported a new staff induction/training, worked on invitations for a screening programme, team management, and emotional support!

This led to a discussion regarding the use of AI, and how it can be beneficial for the practice, but has to be balanced with the challenge it can present for patients.

AI is in use in the triage system currently. The practice is considering the use of AI to support the secretarial team as well as for transcribing consultations, with patient consent.

Jackie and the PPG members present thanked Rose for all she does.

## **Item 3 – Sussex PPG event**

Jackie gave the group an update on the Sussex-wide PPG network for NHS Sussex event that she attended. There were around 50 people in attendance, with many presentations which Jackie will share with the group. Of particular note are presentations about NHS dentistry and general practice; particularly Primary Care medical and dental access, and the primary care and dental recovery plans.

There was also a section on Children and Young People at the event, which led this group to discuss again the issue of YP on the PPG. Jackie agreed to follow up with Barry regarding identifying someone from Heathfield, and Jackie can also ask Uckfield

College as she has links there. There was also discussion regarding contacting Chailey and Heather agreed to do this.

Jackie then explained that there is a local regional subgroup – for Uckfield, Wealden Ridge, Herstmonceux and Buxted. This is a good place to gain insight into how other PPGs are operating. It was suggested that the subgroup might meet together for a brainstorming session – the PPG group agreed it was a good idea

Julie agreed to pick out some relevant items for the presentations to go in the newsletter.

This led to a discussion regarding how to distribute the newsletters.

Cllr Gadd identified 3 things from AI that could help with digital exclusion: having a digital exclusion policy, safe surgery, and funding to increase space is available (but this has to be match funded)

Julie mentioned that the practice has been chosen to help input to development of the NHS app.

#### **Item 4 Practice Update**

Julie gave an update on recent news from the practice.

**Staffing** The previous applicant for the role of practice nurse didn't take up the practice nurse position as planned, but 2 new nurses have been recruited and will join in June. They will initially be working at Heathfield, but will have some Newick sessions in the future

- An HCA has resigned at Newick, but been replaced from within the team
- Philippa (receptionist) has retired, and her hours have been replaced
- There are 3 new members in the reception/care coordinator team

**Appointment review** There is a new AI triage system in use for urgent requests for an appointment on the day. Julie demonstrated the appointment system for the PPG.

Cllr Gadd mentioned that the view on Visiba is not great on phones, once the form is completed. Julie confirmed that this has been raised with Visiba.

Cllr Gadd asked what happens re follow up on out-of-range labs when GPs are not available – in this case the duty doctor will review all urgent results if the requesting Dr isn't in. If a GP is off for the week, the duty doctor will review everything.

He also asked about whether there has been an increase in demand with the new system – Julie said that the number of phone calls has decreased at 8am

**DNAs** 315 appointments were missed in April.

103 with a GP = 17 hours

121 with and HCA = 20 hours

**Friends and Family** 90% of the feedback is good or very good

### **Item 5 Suggestions for Future PPG activities to help the practice/raise the profile**

PPG members sitting in the waiting rooms

- Collect some data for the practice: veteran/carer/ethnicity/smoking status
- Have a stand in the waiting room
- Hold drop in BP, weight, pulse events during the extended access clinics (Mon/Weds at Newick, Weds at Heathfield) or during the day
- Set up a walking group, or advertise Health Walk, ParkWalk, Couch to 5K, ParkRun. These could all be advertised in the newsletter
- Wellbeing hours could be held/advertised – thinking about how 12 mins of activity (esp outside) can improve someone's mental wellbeing
- The National Trust have opening hours between 7 and 8 am where you can walk around their lakes
- Repeat the November event as a community info session
- Hold 'How to improve your health' sessions

Jan asked about social prescribers. Julie explained that these are funded by Age UK, and work across the PCN. Patients can be referred by anyone in the practice and can have 6 sessions. Eligibility is people aged 50+ or who care for someone aged 50+. Julie will ask Debbie to attend a PPG meeting and talk more about the role. This info can then go in a newsletter, perhaps alongside a case study from someone who has benefited.

**Newsletter** – A5 flyer that can be advertised in Parish newsletters – focus on facilities at the practice.

### **New members/resignations**

Lawrence has resigned from the PPG. Jackie and the whole group thank him for his hard work and tremendous support for the practice during his time on the PPG.

Heather knows someone who is interested and the group agreed she should invite them. Alongside some young people from the colleges/schools in the area this should increase our membership up to the required numbers.

**AOB:**

Becky asked whether reception staff receive training in unconscious bias, as she has had a couple of conversations with male patients who feel they are dismissed or treated as difficult when communicating with the practice. Julie said that she will speak with reception team in general about this, and if the people concerned would be happy to share information, she would investigate each case specifically.

Becky mentioned that the opening hours for the Heathfield Dispensary have not been updated on the website. Julie agreed to amend this. The Dispensary now closes at 6pm, in line with Newick.

Becky will distribute a doodle poll for the next meeting date – which will be in Heathfield  
Date TBA