

Minutes of the Patient Participation Group Meeting (PPG) held on Tuesday, 19 June 2018 at 3.30pm

Present: Judi Chaddock (Chair); Jonathan Lamb; Rosemary Hebblethwaite; Caroline Matthews; John Wingate; Ann Weber; Gillian Berry; Madeleine Keene.

In Attendance: Tiffany Boulton.

1. Apologies for Absence: Fiona Dobbs; Robert Bijster; Kim Philips; Helen Morris.
2. Minutes of the Last Minutes: These were agreed as a correct record.
3. Matters Arising: Any Other Business: Item 1: Tiffany accepted that the benches were difficult for some elderly patients and pointed out that there is little space to accommodate an upright chair. When the Waiting Room is being painted later in the year Tiffany will look at the layout of the waiting room to see if there is anything that can be done.. Action: Tiffany. Item 4: Tiffany understands John Wingate's point and referred to the NHS Choices website for further information regarding this issue. <https://www.nhs.uk/NHSEngland/Militaryhealthcare/veterans-families-reservists/Pages/veterans.aspx>
4. Machine for Detecting Sepsis: Madeleine explained that the machine to detect sepsis is called a CPR machine. This is a C-reactive protein which is a non-specific marker released into the blood stream in response to various infections and inflammatory triggers. The higher the concentration, the more urgent is the need for antibiotics. A simple blood test can be interpreted in minutes in the surgery, thus speeding up clinical diagnosis. The cost is £1,000 approximately which would be covered by funds held by the PPG. After discussion Tiffany advised that she would audit the incidents of sepsis in the practice and take to a partners clinical meeting for discussion. Tiffany did also mention that the practice was wanting to purchase 2 new ABPM machines (Ambulatory Blood Pressure Monitoring) for their patients and was intending to bring to the PPG for funding. Will bring back to the next meeting with response from the Partners. Action: Tiffany.
5. Feedback from Chichester LCN Partnership Board Meeting: Judi reported that she had attended the last Meeting on 12 June 2018. Sue Carmichael, Public Health Lead for Healthy Lifestyles, West Sussex County Council (WSCC), gave a presentation on Healthy Lifestyles in the area. This showed the rates of success in smoking, alcohol, cervical, breast and bowel screening. A copy is attached for reference.
6. Feedback from the Meeting for PPG Members run by Coastal West Sussex Clinical commissioning Group (CWSCCG): Judi and Fiona attended this Meeting on 12 June 2018 which followed the LCN Partnership Board Meeting. Fiona had submitted a brief report which has been circularised (copy attached). There was discussion on the proposed new arrangements for Access to 24/7 Integrated Urgent Care to come into force in April 2019. There will be a new Minor Ailment and Injuries Centre set up at St Richard's Hospital with access up to 10pm and weekends. It will be a walk in service as well as bookable. It is also proposed that the NHS 111 service will be enhanced with a Clinical Assessment Service (CAS) rather than just

administrative call handlers. It was agreed that the CWSCCG should inform the public of these changes by road shows and publicity and that PPG members would feed back concerns and issues to the CWSCCG Team.

7. Update from LRS: Senior Partner Dr Linda Williams will be retiring at the end of September 2018 and Dr Amelia Barnett will become the new Senior Partner from 1st October 2018. Practice Nurse Louise West, who has been helping out Lavant Road Surgery nursing team as a locum for the past year has now been employed on a permanent basis working one day a week with additional shifts when needed; Louise specialises in diabetes; minor illnesses; and immunisations. Senior receptionist Barbara Latham, will retire in December after 18 years' service, her role has been filled by a new Reception Manager, Catherine Moore. Madeline mentioned her observations of the reviews left by patients on the NHS Choices website for Lavant Road Surgery and the content of many of the comments and how negative they were. Tiffany advised that she is aware of the situation and saddened greatly by it and would always ask for patients to contact her with any problem in the first instance as she will always try and help to resolve any issue. Action: Tiffany.

8. PPG Attendance: It had been noted that some members had been absent from a number of meetings. After discussion, it was agreed that if a member misses more than two consecutive meetings, then a tactful enquiry would be made as to whether the member wishes to continue membership. Action: Judi/Tiffany.

9. Feedback from the Meeting with Gillian Keegan, MP: As Lesley Kent was not available, Tiffany reported that the Meeting, which had been facilitated by Gillian, had been useful. It covered issues such as the difficulty in access for appointments with GPs, the extension of premises, and general concerns. Judi thanked Gillian for her help.

10. Treasurer's Report: Judi explained that Fiona had arranged for an Audit of the Account. She added that a formal AGM should be held to cover members.

11. Any Other Business: The Terms of Reference for the PPG had been considered last in 2014. It was agreed that these should be revisited at the next Meeting. Action: Judi/Tiffany.

12. Date and Time of the Next Meeting: The next Meeting will be held on Tuesday, 14 August 2018 at 3.30pm.

The Meeting closed at 5.10pm.