

Patient Participation Group (PPG)

PPG Network Meeting Notes

East Sussex

Date: 27th January 2025

Time: 4.30-6.30pm

Location: Microsoft Teams

Attendees

Please note, email addresses are shared for the use of PPG Network members only, and should not be used for communication for any other purpose outside of PPG Network business.

Name	Contact email	PPG or organisation
<i>Richard Hallett - Chair</i>		<i>Groombridge & Hartfield Medical Group</i>
<i>Dawn Bamforth</i>		<i>NHS Sussex ICB</i>
<i>Nikki Robinson</i>		<i>NHS Sussex ICB</i>
<i>Hannah Morris-Ingram</i>		<i>District Nurse</i>
<i>Graham Evans</i>		<i>Head of Public Health Intelligence ESCC</i>
<i>Liz Chown</i>		
<i>Chris Slater</i>		
<i>Andree Stevens</i>		<i>The Hill Surgery</i>
<i>Merrill Plowman</i>		<i>Meads Medical Centre</i>
<i>Alan Keys</i>		<i>Foundry, Lewes</i>
<i>Lindy Latreille</i>		<i>Sedlescombe and Westfield</i>
<i>Sue Smith</i>		<i>Seaford Medical Practice</i>
<i>Heather Booth</i>		
<i>Chris Cooper</i>		
<i>Lesley Droney</i>		
<i>John Curry</i>		<i>Little Common and Old Town</i>
<i>Stephen Hart</i>		<i>Station Practice</i>
<i>Anneke Langford</i>		
<i>Claudette Neville</i>		<i>Fairfield Surgery PPG</i>
<i>Martin Ensom</i>		
<i>Alex Tait</i>		<i>Quayside, Newhaven</i>
<i>Katherine Verrall</i>		<i>Little Common and Bexhill Old Town</i>
<i>Yvonne</i>		
<i>Sarah Earl</i>		<i>The Foundry, Lewes</i>
<i>Beverley Levett</i>		<i>Downlands Medical Centre</i>
<i>Corinne Martin</i>		<i>The Station Practice</i>
<i>Colin Campbell</i>		
<i>Gayle</i>		
<i>Duncan Cameron</i>		<i>Carisbrooke Surgery</i>
<i>Sarah Earl</i>		<i>The Foundry, Lewes</i>
<i>Hannah</i>		
<i>Tony Howell</i>		<i>Groombridge & Hartfield Medical Group</i>

Apologies

Name	PPG
Martine Blaser-Smith	Oldwood
Marian Stanley	Quayside PPG
Janet Elms	VMC PPG
Jenn Hesmer	The Hill Surgery PPG
Linda Seddon	Pebsham and Sea Road Surgeries
Alison Leadwood	Bexhill

1. Agenda item 1

Include a brief overview on the item/ topic and summary/ bullet points of discussion.

Welcome, Introductions and apologies for absence

Update on actions from July PPG Network Meeting

1. It was raised in the October meeting that patients are confused about any potential side-effects of having the Covid and flu vaccinations together, and whether it's recommended to have them separately.

DB- Shared this feedback and with the NHS Communications Team, who have come back and advised they will update communications for Spring and Winter 2025 vaccination comms.

2. PPG Newsletters

Bex in the NHS Sussex Communications Team will be running a PPG focus group on putting together a newsletter on 26th February. DB – will share information about the focus group by email.

3. Putting a one-page guide to a PPG – DB meeting with interested PPG Network members on 20th Feb to start putting something together brief guide on what a PPG is
4. Guide for PPGs has taken longer than first thought as we have been given conflicting advice – a draft form of the Guide will be sent out with the notes of this meeting
5. PPG Portal:

[Folder: Sussex Patient Participation Group \(PPG\) Networ... | NHS Sussex](#)

You can access information on what the other PPG Networks have discussed, including meeting notes and agendas.

If anyone wants to add anything that they think might be useful please send over to DB.

Panel – thought the Portal was great tool and looked simple to use.

Action:

2. District Nurse Hannah Morris-Ingham

Hannah is working with Brighton Medical School and undertaking a co-production piece around District Nursing after writing a PHD which uncovered some concerning insight around the current service model and impact on patients.

Hannah would like to recruit a patient, carer and public group to support this work.

Hannah would like to invite 10-15 people

*With lived experience of older people or from the community service provision
Carers with a passion/Interest in transforming services.*

Commitment

- *Regular monthly – Bi monthly meetings MS Teams*
- *12 months project*
- *Co-researches ongoing during project implementation*

- *Small voucher in way of thanks for your time (at month 12)*

3. Graham Evans Head of Public Health Intelligence ESCC

East Sussex Pharmaceutical Needs Assessment (PNA)

We commission an NHS health check that proactively helps to find people who may be at risk of cardiovascular disease but aren't necessarily in contact with the primary care services on a regular basis, there's a whole range of other services that we that we provide.

Our mission as well supporting people to stop smoking, lose weight and move more. One of the other roles we do is support the wider health and care sort of system around public health, understanding the population, data surveying evidence.

We are undertaking a resident survey that will run for about 6 weeks. Focusing on where and how people are accessing pharmacies. Whether those are the traditional pharmacies, online or in our rural areas.

We are looking to identify gaps within pharmaceutical services.

1. We will not be asking for personal information
2. We will produce a summary for all the 5 Boroughs
3. There'll be a formal public consultation on the PNA.
4. It's not up and running yet, but once we launch the survey, there will be a link to the website and a QR Code.
5. Once it is up and running, we would be very grateful if you could encourage all PPG members, residents and patients to respond to the survey.
6. So as well we will be sending out posters to all our pharmacy premises, GP practices, public libraries.

4. PPG Activities

- **PPG Activities**

Seaford – Suggestion box placed in the reception room – with a proforma on the side. Although most suggestions were borderline complaints so wouldn't recommend it.

Quayside Newhaven – Had a manned table at the flu clinic – raising the profile of the PPG. Targeting younger people. The practice also produced an online newsletter explaining what the PPG does. There are plans that they will moving into a new health and wellbeing hub in 2026

Sealdescombe - Had good attendance at Flu clinics with Health Education. PPG is looking to offer assistance with Pharmacy. They are also planning to phone younger patients to encourage screening attendance. We now have a young man offering to do some calls to men which it is felt will be more beneficial for those patients.

Fairfield Surgery –Produced an information leaflet, which was funded by the Parish council. The letter was delivered to every household in the area.

VMC PPG - Are about to produce a Newsletter and are happy to share with the Group if appropriate. Introducing training for on-line access - as in Engage Consult and the NHS App for those that would like it. Recruitment of GPs is in a good place
Dr Mark Gaffney has retired, and we move forward with the new Management structure

Sidley – Have had 6 practice managers leave, plus an inspection from CCG from this lost quite a few GP's The PPG is now struggling.

Bexhill on Sea have encountered similar issues. No contact, change of staff, new ownership and no meetings since last July.

DB: Advised anyone struggling with their PPG to reach out to Dawn.

- **Themes you're hearing from patients**

1. Privacy at the Reception Areas.

Privacy in practice reception areas is a repeated concern. Some practices have tried ways to mitigate this such as 'privacy slips', which patients can use to discreetly write their request or concern and pass to the receptionist.

2. Quayside Newhaven inadequacies of appointments at the Royal Sussex Hospital – they are either sent out late or changed last min. Sometimes they are cancelled.

3. Station Practice - DID NOT ATTEND (DNA) – They have a high percentage of patients not attending appointments. Some GP'S send text reminders, telephone etc
Downlands are writing to everyone to every patient with the published numbers of DNA's so everyone can see how bad the numbers are. They also plan to put them up in waiting rooms.

5. Questions and next steps for NHS Sussex

1. Do Surgeries offer Interpretation and Translating services?

It is a statutory requirement for practices to be able to offer interpreting and translation to anybody who needs it. Whether that's a spoken language or BSL. We offer a video interpreting or face to face interpreting.

All translation and interpreting services are commissioned by NHS Sussex ICB and are paid for by us as well. So, it is of no cost to the surgery.

All the information on how to proceed with this service is on the intranet that they have access to. However, if practices are finding it a struggle accessing this service, then we would really like to hear about this.

2. When will the new contractor for Non-Emergency Patient Transport be contacting existing users with information about the introduction of the new service and be posting details of the means of communication for new users?

The new contract for the new provider is starting on the 1st of April 2025.

They have sent through a little bit of information already, but they are going to put together a handout or a flyer to circulate to everybody by e-mail. As soon as we have the information DB: Will send out to everyone.

3. When will the details of the structure and role of the Integrated Community Teams be made available to PCN's and Primary Care?

Integrated community teams are a new way of working. There are going to be thirteen integrated community teams across East Sussex, West Sussex and Brighton and Hove. The idea is that local authority, social care, voluntary and community sector, and people can come together to work out what needs there are in the local area and how they can be fixed. How best to work together to try and make local services fit local needs. They are still quite early on this stage but as things develop, we certainly will be letting you know a lot more about them. So that you're fully cognizant of what they are, and what is happening.

5. AOB

1. DB asked if any members are part of the National Association of Patient Participation (NAPP) and if so, what their experience had been.

Yvonne: Membership fees have just gone up. They don't find it very useful.

Groombridge & Hartfield has just decided to cease membership because they have seen very little benefit.

2. Pan Sussex PPG Network event – it's previously been discussed for PPG's to meet Face to Face hopefully in Spring, possibly April, so all Networks can all come together with a view to share ideas and work together.

DB: Asked where they would like it to take place and what you would want the day to look like.

Most of the panel thought a Saturday would be a good idea. Main barrier is location.

DB: Once venue is confirmed DB will send out details.

Please send items for AOB to the Chair in advance of the meeting

- **Invitations to Chair / Co-Chair/ Notetaker**
- **Pan-Sussex face to face PPG Forum**

6. Date of next meeting:

April 2025

Meeting close.

This completed form should be emailed to sxicb.involvement@nhs.net