

MINUTES OF PPG MEETING AT DORKING MANOR CARE HOME 15 APRIL 2026

PRESENT

UPDATE

TRIAGE – summary in the Newsletter

Threats to system:

50% of merged Sussex and Surrey ICB staff to be made redundant

Clinician burnout, unreliable funding, all GP contracts since 2024 imposed by government

Not possible to plan for further than 12 months

Money has to be spent only in the year allocated

Continuity of care also far more difficult now – may take longer to see specific person

‘Frequent fliers’ (FFs) – those who for whatever reason are more in contact – are recognised so continuity of care aimed for

It is now approx. 18 weeks for an appointment to assess for new knee/hip

Appointment management – 60% are request for medical care, 40% for chronic issues, medicine management, follow-up from hospital discharge, clinical audit, CQC clinical workload

Different doctors do the duty triage am and pm except Thursday when the same doctor is duty all day.

MINUTES AND ACTION LOG

No change to Action Log but Triage process and Cancel appt sections are complete

NHS RESTRUCTURING

Strategic Care boards merged to Surrey and Sussex ICB from 1 April – now have same meetings

Because of redundancies it is difficult to know who is in charge, who is lead on CQC etc

Digital staff deal with FFs so shortage affects this

The original 4 form ICB is now 1eg on COVID vaccination policy

Children who don't have >18 vaccine maybe 6 who would normally be vaccinated together but if not coordinated could lead to over-ordering of vaccine

There will be many teething issues in the next 12 months

Voluntary redundancy are now applying for vacancies

On 17 Mach, DHSC and NHS England published the Neighbourhood Health Framework setting out 3 year vision with objectives:

- 1 Health outcomes
- 2 Access to general practice
- 3 Experience of planned café
- 4 Urgent and emergency care

5 Patient and staff satisfaction

Goals – eg 90% of clinically urgent patients to be seen on day of contact

TOPICS FOR DISCUSSION NEXT SESSION – ideas

Men's health, diabetes evening, children's health/diet, women's health

AOB

A tour of the Care Home was offered

Next meeting tbc

MINUTES OF PREVIOUS MEETING Agreed