

MINUTES OF PPG MEETING 22 JULY AT THE POINT

PRESENT Sue Perceval Sue Shingler Sarah ? Bill Donnelly Judy Brookes April Haigh Elaine Edgar Wendy Foley

APOLOGIES Lynda Nelson Wendy Butcher Jane Platt Val Theobald

Thank you to April for the Dr Sagar presentation

Action Log

Confidentiality agreement – signed copies of Wendy, Wendy and Bill missing so April to send out

Community and PPG noticeboard A session is needed to look for improvements – do they attract or deter patients? April looks after it and changes are made as and when things come up

Training on NHS app from PPG/Tech angels - Currently 3 patients were booked in for 23/7 (Integrated Care Board introduced cuts)

Communications from secondary care – in the 10 year plan

Routine data to be shared with PPG – it was proposed we do a 6 monthly update instead of at each meeting

Patients living in deprived areas eg Chart Downs (43) and Goodwyns (99) - we could look at their data by postcode to assess what is needed for these patients

Safeguarding training – April gave out safeguarding document - Dr Quereshi is lead for children and Dr Beattie for adults

(A check on teacher recruitment is not being carried out)

Triage process – the explanation of this went out in the patient newsletter

Cancelling appointments – to make it easier for patients, there will be an automated link provided by Surgery Connect on the phone line as an alternative to the website

There is to be a further session from the Live Well team

10 year plan for England 2025 – summary by Elaine

The radical shift is from:Hospital to Community

Analogue to Digital

Sickness to Prevention

(There is no implementation included this won't happen soon)

Aim to train and retain more GPs

More usage of NHS app

Start with areas where healthy life expectancy is lowest

Transform Leatherhead includes a Health Wellbeing centre

Physician Associate to be renamed Assistant – they each offer 30 appts per day for 4 days a week

Patient requests are always triaged by the Duty Doctor

Analogue to digital – the NHS app is in use already Palliative care etc could also be pushed up the phone queue

Sickness to Prevention – ideas?

The new operating model must have transparency and quality of care, and includes the decommissioning of poor services

Workforce – eg increase nurse consultants and medical school places

Innovation will drive healthcare reform and the finances will be made to increase productivity There is a move to a 5 year budget from 1 year

Thanks to Elaine for the summary

Structural changes – NHS and Government

ICP Surrey Heartlands are to reduce staff by 63%, and will merge with Sussex ICP

Surrey Downs and East Surrey will merge to form Surrey East. Primary Care Networks will continue on current basis

Diversity Equality and Inclusion – figures from April on Blind and Partially sighted patients on roll – 20 reg blind with 6 in care home, 11 are partially sighted with 3 registered blind

5 or 6 are registered deaf

What can we do to make it better over the next year? We should flag up if they are on their own or with carer

Get Surrey Disability Forum involved to offer suggestions

Date of next meeting – 1 October 1400 at Riverbank