



Meeting	Hove Medical Centre Patient Participating Group
Date	19 th February 2019
Time	18.30 – 20.00
Location	Waiting Room, Hove Medical Centre
Chair	Janette Seal
Minute Taker	Richard Gravestock (acting)
Attendees	Dawn Barnett (DB), Myra Davidson (MD), Joya Freestone (JF), Sneh Jain (SJ), Roger Kenward (RK), Janette Seal (JS), Derick Shaw (DS), Nina Shaw (NS), Kathryn Skelton (KS), Martyn Yates (MY) Practice staff – Dr Muhammad Ather (MA), Richard Gravestock (RG), Cheryl Pike (CP)
Apologies	Margaret and Michael Ormerod (subsequently to the meeting). Practice staff – Dr Andy Mahony (ADM), Jill Weeks (JW), Collette Betts (CB)

Meeting Notes

Welcome and Apologies

Apologies noted.

Action

Confirm the Minutes of the Previous Meeting

The minutes of the last meeting were confirmed with one slight amendment – the meeting date recorded in the minutes was 4th September 2018 when it should have been 20th November 2018.

Matters Arising from Previous Meeting

No matters arising.

External Meeting Update

No external meetings had been attended since the last PPG meeting.

Following are some upcoming meetings:

- Meeting of PPGs on 21st February at St. Richards. A meeting of local PPGs



to find out what others do.

- Social Prescribing Conference on 7th March – for more details please select link - <https://www.brighthelm.org.uk/conference-on-social-prescribing-and-its-role>
- West Area Forum (formerly Hangleton & Knoll Forum) on 20th March

111 Update / PPG Group

Martyn Yates (MY) attended the meeting to give an update on the procurement for the 111 service and his PPG experience as the Chair of the Links Road PPG.

The non-urgent 111 service which is run by SECAMS is currently out for tender for re-procurement. 15 CCGs covering Kent, Surrey and Sussex are covered by the service. The tender is based on the national service specification with a few local tweaks.

The intention is that a clinical assessment will be made at the time of the phone call with the call handlers having better medical training. There will be links with appointment systems at GP surgeries which means that 111 staff will be able to book appointments directly at the surgeries. The exact details will not be known until a provider has been selected. The patient representatives will have more input once the provider has been selected. It should be noted that there are not many providers who are able to offer the service. The new provider will start in April 2020.

MY explained that he is one of three 'patient voice' representatives who sit on the 111 committee. They are not able to vote on the choice of the provider but can contribute comments. MY stated that if anyone had comments to please pass them onto him.

MD asked if there would be more GPs and gave an example where previously there had been a 6 hour wait for a 111 GP call back. MY explained that the service is going to have a better selection of clinicians, such as paramedic practitioners, nurse practitioners, etc. MY added that trust in the service was important i.e. patients had to be able to trust the 111 service. The purpose was to improve 111 to take the pressure off A&E.

JS thanked MY for his contribution to the meeting.

Practice Update

RG gave an update on what was happening at the practice:

CQC

The CQC will be carrying out another inspection on 5th March. JS was not available to meet the inspector. RG added that the information pack hadn't arrived, which includes patient comment cards. SJ was keen to provide feedback.



Website

The practice website had been hacked at the end of last week and malicious software uploaded. As a result the domain host had deleted the website. RG explained that the practice was taking the opportunity to build a new website with up to date security features. It was added that this was poor timing in view of the upcoming CQC visit.

Premises

The practice is creaking at the seams and struggling with space. DB mentioned that the proposed Toad Valley development site won't have a school and so there might be an opportunity for a larger medical facility which could include same day urgent care, etc.

DB added that she and her fellow local Counsellors were trying to get a bus route to go around the valley.

New GP Contract

From April there will be a new 5 year GP contract. The biggest change is the introduction of Primary Care Networks, which will group local practices together who will then receive funding for service provision directly from NHS England. Initially there would be funding for a shared pharmacist and community navigation.

The practices making up our network will be:

- Hove Medical Centre
- Links Road Surgery
- Benfield Valley Hub
- Mile Oak Medical Centre
- Wish Park
- Portslade Health Centre

This would cover about 45,000 patients.

The new contract is trying to address the shortage of GPs by offering extra funding for other clinicians.

Staffing

Mia Sevcova has joined the practice as a secretary. DS commented how wonderful she had been sorting something out for him.

In April Dr Ruth Skipper will be joining the practice as a GP registrar having been on maternity leave.

Any other Business

RK mentioned that a national newspaper ran an article encouraging patients to complain. RG pointed out that some complaints had been a good source of feedback for the practice which had resulted in positive changes being made. He



added that some had been unreasonable. It was noted that nurses have very few complaints made against them. CP felt this was probably because they had a little more time with patients.

MD stated that she felt the appointment system was very good and felt the practice had improved recently.

The date and time for the next meeting was agreed:

Tuesday 21st May at 18.30

Future meeting dates:

- 17th September 2019
- 26th November 2019