

| <b>Patient Group Committee meeting notes<br/>10<sup>th</sup> January 2023</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <b>Present</b>                                                                | Tony Morris (Chair), Maria Simac (Secretary), Lynda Isaac (Treasurer), Ken Green, Michael Sheldon (part), Heidi Raza, Helena Millen, Steph Carn                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Apologies</b>                                                              | Barbara Hayers, Phil Pritchard, Dot Prichard, Michael Sheldon (part).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Welcome</b>                                                                | New members Steph Carn and Helena Millen were welcomed to the committee.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Matters arising from 10<sup>th</sup> January 2023</b>                      | <p>a) Draft patient survey to be circulated to the committee for comment - Heidi will check with Cathryn. <b>Action Heidi</b></p> <p>b) Simplifying appointment information for patients - Heidi said that revised arrangements are being discussed, so information will be updated once they are agreed. <b>Action Heidi</b></p> <p>c) Link to You Tube video about pressures on GPs - Action complete.</p> <p>d) Filling committee vacancies - Action complete.</p> <p>e) Newsletter notification - Action complete.</p>                                                                                                                                                                     |
| <b>West Sussex Patient Participation Group Network meeting</b>                | <p>Tony reported on the last meeting of the PPG network:</p> <ul style="list-style-type: none"> <li>• The Director of Primary Care Operations for West Sussex told the meeting they are trying to further integrate medical and community services. They also want to improve liaison between Patient Groups and the Primary Care Network.</li> <li>• There was a presentation on the Green Impact for Healthcare toolkit to help GP practices to become greener and save money.</li> <li>• There are significant differences in the way different Patient Groups operate in West Sussex (The CMG Patient Group Committee see no need for change at present).</li> </ul>                       |
| <b>Practice update</b>                                                        | <ul style="list-style-type: none"> <li>• The new phone system is now in operation and initial signs are that it is a significant improvement.</li> <li>• Covid and Strep A have recently made the surgery short staffed in all departments.</li> <li>• The new Treatment Room Nurse has now settled in.</li> <li>• A new Health Care Assistant started this week.</li> <li>• Two new reception staff have been recruited.</li> <li>• On Saturdays the Practice is being used by the Champ PCN to offer patients across all 8 practices additional access to Nurse and GP appointments. Services offered include cervical smears, long term condition reviews and NHS Health Checks.</li> </ul> |
| <b>Patient &amp; Carer engagement event</b>                                   | <p>There was a discussion about holding an event to promote both the Patient Group, and the new services available for patients and carers. It was agreed to hold the event in March or April. Heidi will look at staff availability and final arrangements will be made at the next meeting. <b>Action Heidi</b></p>                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Financial update</b>                                                       | £100 in donations have been received, also £58.71 from book sales. Total now £872.58, so we can now purchase a new couch.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Patient suggestions</b>                                                    | No suggestions received.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Any other business</b>                                                     | No other Business                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Date of next committee meeting</b>                                         | <b>14<sup>th</sup> March 2023</b> at the Surgery.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

