

**MINUTES OF A PATIENT REPRESENTATIVE GROUP
MEETING HELD ON 6 DECEMBER 2023**

Present: Perry Anderson, Bob Cooper, Janet Copeland, Tina Coulson, Sheila Drury, Jane Green, Morag Keddie, Pat Osbourne

Action

1/2	<p>Welcome and Apologies.</p> <p>Sheila welcomed all to the meeting, and Perry introduced Tina Coulson our new Practice Manager.</p> <p>Apologies received from Brian Bell, Dave Dopson, and Lesley Marginson.</p>	
3/4	<p>Minutes of the last Meeting & Matters Arising</p> <p>The Minutes of the last meeting were agreed. Actions arising from them:</p> <p>Item 5</p> <ul style="list-style-type: none"> • Perry confirmed that a text had been sent to all patients asking if they are an unpaid carer for a family member, friend or neighbour. There was a good response and an additional 400 carers have been identified. Their patient records have been updated and, where applicable, those of the person they care for. <p>The practice put on extra covid/flu vaccination days for them.</p> <p>Item 7</p> <ul style="list-style-type: none"> • Bob again raised the issue of not being able to see the same GP for on-going problems and wondered whether a solution can be reached. • Pat informed the meeting that she had recently had medication prescribed and as a follow-up had received a text asking for feedback on whether it was working. All agreed this was a very good way of giving feedback. This will be an agenda item at the next meeting, to discuss whether the idea of text follow-ups can be useful in other scenarios. 	TC/SD
5.	<p>Carers Support West Sussex – follow-on from last meeting</p> <p>Following Caroline Seinfeld’s visit at the October PRG meeting, Jane advised that she is on the Board of Trustees of Carers Support West Sussex and will contact Caroline.</p> <p>Perry advised that plaques have been made up for the following which will be put up in reception -</p> <p>Dementia Friendly Carer Friendly Veteran Friendly Safe Surgery “You can be yourself with us”</p>	
6.	<p>Update from Jane Green on SEDSConnective</p> <p>Jane explained that SEDSConnective is a registered charity that aims to improve and actively support the lives of people with Symptomatic</p>	

	<p>Hypermobility, EDS (Ehlers-Danlos Syndromes), Hypermobility Spectrum Disorders (HSD), Joint Hypermobility conditions and Neurodivergence (primarily Autism, ADHD, Dyspraxia, Tourette's syndrome) and associated conditions. They want people in Symptomatic Hypermobility and Neurodivergent identified groups, to have equal opportunities for body and brain health in education, health arenas, social care, employment and transport accessibility. Jane distributed information on the wide range of symptoms that people with these conditions can suffer from.</p> <p>The organisation started in West Sussex and is now recognised globally and works with NHS England, NICE and the World Health Organisation. Please see their website for more information https://www.sedsconnective.org.</p> <p>Jane was instrumental in establishing SEDSConnective and both she and the organisation have won numerous community awards. Although she didn't mention it during her presentation, Jane herself was awarded an MBE in the 2023 New Year Honours for voluntary services to neurodivergent people. Many congratulations and well deserved.</p> <p>Jane explained that it is hard for people to get a proper diagnosis and, although more is known about the range of conditions now, there is still a long way to go. Janet said that parents want a label, Jane agreed and thinks labels are important and it is nothing to be ashamed of, when for some it is a lifesaver to know why they have problems.</p> <p>Jane would like the practice to raise awareness, both at PHMG and with other GP practices.</p>	TC
7.	<p>Infographic – monthly stats</p> <p>November's stats were circulated and discussed. The practice had 408 new registrations in November.</p>	
8.	<p>Staff</p> <p>Our new Practice Manager, Tina, said she was settling in well with such a good team at PHMG and was looking forward to the challenges ahead.</p> <p>The 2 trainee doctors we had have now moved on to their hospital placements, one has said they would like to return to the practice when they have completed their training.</p> <p>One nurse, Kerry Scott, has been on maternity leave and will be returning in January.</p>	
9.	<p>2024 meeting dates</p> <p>It was agreed that future meetings will continue to be held every 3 months on Wednesdays between 12 -14.00. Lunch will be provided by the practice.</p> <p>The next meeting will be on 27th March 2024 and Sheila will liaise with Tina to agree further dates.</p>	SD/TC
10.	<p>Any other business</p> <ul style="list-style-type: none"> Perry had recently met with our previous Chair, Peter Chatfield, who sent best wishes to all the PRG. 	

	<ul style="list-style-type: none"> • Bob queried what the practice system is for dealing with hospital letters. Perry advised that there is a triple system in place: <ul style="list-style-type: none"> a) Admin read the letter, code it and add it to the patient's record, adding medication if required. b) A Physician Associate then reviews all letters in case coding missed and to see whether it needs further review. c) A GP will review if necessary. <p>If new medication is prescribed by the hospital, they should give the patient a supply. The practice will prescribe further once the patient requests it.</p> <p>On average, clinic letters are taking 1 month to be received but can take up to 3 months.</p>	
11.	<p>Farewell Perry</p> <p>All the members expressed their thanks to Perry for all he has done for the practice and wished him well for his future success and happiness.</p> <p>Perry thanked the PRG for their commitment and said how much he had enjoyed working with them over the years.</p>	
12.	<p>Date of next meeting</p> <p style="text-align: center;">Wednesday 27th March 12 – 14.00</p>	