1. Attendees

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| Frank Smith **(FS)** | Jo Shepherd **(JS)** | Claudette Neville (**CN**) |
| Jill Westwood (**JW)** | Angela Saunders **(AS)** | Betty McBride **(BM)** |

Apologies –Jan MacFarland (**JM),** Anna Gilson (**AG)**

1. Minutes of last meeting – Tuesday 16th May 2023, approved and signed
2. Matters arising Parish assembly – **CN** represented the PPG but didn’t recruit any new members
3. 5day ordering for repeat presription – **CN** has been asked why this is required. **JS** explained:

* Difficulty getting supplies, medication deliveries are sometimes cancelled on the day.
* The 5day wait gives time to cover the supply issues
* In the past there were an average of 5,000 repeat prescriptions a month. Thera are now an average of 7,500 repeat prescriptions a month. More patients with complex needs requiring more medication.
* If patients come in asking for their meds sooner than 5 days it creates more delays.
* **JW** asked about dispensing 2 months’ supply rather than one. **JS** explained that it is good practice for the GP to check prescriptions monthly in case a change is required due to changes (eg blood test). In addition, there is not space to store a larger stock.

1. Patient questionnaire re appointment system. These are going to be offered to patients after appointments. If a phone appointment, the GP will ask if they will complete one on line. If not, paper copies will be available at Reception. Agreed closing date 31st August. **CN** offered to collate the results. The questions are specific to our Practice rather than the general national questionnaire with the aim to see if there are better processes for appointments.
2. Practice update from **JS**

* Jo Shepherd will be leaving the Practice at the end of the month. It was a hard decision to make as she enjoys working at Fairfield but her travel distance is too long. Unfortunately, a replacement has not yet been recruited. For the time being **JS** will help out 1 day a week or fortnight, **AS** will deal with day-to-day problems, the GPs will manage the finances.
* Dr Ziegler is settling in well.
* On Friday morning a non-obstetric ultrasound clinic will be held at Fairfield as a trial. If successful it will enable patients to be seen locally and more swiftly.
* Engage (online consultations via website) is being used more with more patients getting appointments this way.
* A new Dispenser has been appointed 3 days/week. There are now 3 Dispensers on each day.
* A new Receptionist will be starting in 2 weeks’ time.

1. AOB

* **BM** has had a number of patients express concern about communication with Reception. **JS** has been made aware of this previously. She advised that if patients have concerns, she would advise them to raise them with her or her replacement so that they can address them robustly (and confidentially).
* **CN** had attended the Patient Participation Groups Forum, Hastings & Rother and Eastbourne, Hailsham & Seaford via Teams. The sound was poor so she will circulate the minutes when she receives them.
* **FS** has had requests from patients for a chair outside for patients who are queueing and have mobility issues. This would not be practical or safe. Some of the problem is that patients are still self-distancing (Covid). If they have an appointment they can log in on the screen and go straight through to the waiting room. There is also a chair in the vestibule they can use.
* **FS** thanked **JS** on behalf of the PPG and wished her all success for the future. **JS** thanked him and said she had enjoyed working with the PPG committee.

1. Date of next meeting - Tuesday 19th September 2023

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Grant £550  
Expenditure – Diabetes leaflets £118  
 Delivery £120  
 Donation to Diabetes UK £ 70  
 School leaflets £ 46.50  
 School leaflets and posters £ 35  
 Total £ 389.50

Remaining Grant £160.50