

Patient Group Committee meeting notes 25 October 2022	
Present	Tony Morris (Chair), Maria Simac (Secretary), Lynda Isaac (Treasurer), Ken Green, Michael Sheldon, Cathryn Bovingdon, Heidi Raza
Apologies	Barbara Hayers, Chris Atkins, Phil Pritchard.
Matters arising from 25th October 2022 a) Patient Survey b) Appointment Flow Chart	a) Cathryn will circulate a draft patient survey to the committee for comment. Action Cathryn b) Tony had attempted a flow chart, but felt that to be accurate, it would also be confusing. The Practice will look at ways of simplifying appointment information online. Action Heidi
ChAMP Patient Reference Group meeting	<ul style="list-style-type: none"> • Mention was made at this meeting of an additional roles scheme. Under the scheme, the Surgery has recruited a Care Coordinator Admin, Physio Therapist (1 day a week), Clinical Pharmacist, Dispensing Technician and a Health and Well Being Coach. • Community Transport Sussex are hoping to provide a dial a ride scheme in the area. They are also looking for volunteers who could help get people to and from appointments. Relevant training and DBS checks will be provided, and if using own car, a mileage allowance will be paid.
Practice update	<ul style="list-style-type: none"> • Still trying to get new phone system. Installer problems have delayed this until December. • The surgery has recruited 3 new members on reception to assist with the influx of calls to the surgery. • Covid had recently made the surgery short staffed in all departments. • A link to a You Tube video about pressures on GPs will be shared and may be put on the website. Action: Tony and Heidi • A new Health Care Assistant has started, and a new Treatment Room Nurse will start in November. • All posts have now been filled.
Financial update	More donations have been received, including a generous cheque for £100. Also £110.12 from book sales etc. Total now £713.87 and nearly enough for another new patient treatment couch.
Committee Vacancy	It was agreed that the committee vacancy should be filled from existing expressions of interest. Action: Tony It was also suggested that more should be done to encourage patients to sign up to receive emails from the group, including by using word of mouth to encourage friends who are patients.
Patient suggestions	No suggestions received.
Any other business	<ul style="list-style-type: none"> • There was a question about the latest Newsletter not being notified by email. The practice will investigate. Action Heidi • There was a question about appointments with the Health and Wellbeing Coach and it was confirmed that patients can self-refer, and that there are leaflets in the surgery. • It was confirmed that patients can ask for an appointment with the same GP for continuity, but it may involve a longer wait. • It was confirmed that previous newsletters are available on the website
Date of next meeting	10th January 2023 This will either be on Teams or in person depending on Covid