**Minutes of PPG meeting held on Wednesday 29th June 2022.**

﻿**Present:** Sheila Foreman , vice chair, Andrew Fermor, Nahid Hassan- Moghraby, Maggie Holliday , secretary, Anna Martin, surgery operations manager.  
  
**Apologies** were received from Louise Hendrick, chair, and Maxine Pancaldi  
  
1 . **The minutes** of the meeting held on April 6th 2022 were approved.  
  
2. **Matters arising**.  
  
The telephone message has been changed, and Anna played the new message.  
  
The question of identifying who is talking to a patient on the phone was discussed. The medical staff do introduce them selves, so patients should know if they are talking to a doctor or another medical practitioner. Nahid asked Anna  if the receptionists could give their name, and perhaps have photographs of them in the surgery or on the website so patients could put a face to a name . Anna has asked the reception team about this and they are all against having their photographs on display anywhere, but she will ask if they could give their name.  
  
It was agreed that in the future the minutes of PPG meetings could go on the website. As SPC control the website, Anna will ask if they will do this . The  members of the PPG will be asked if they are happy for their photograph to be on the website ( as three were not present at the meeting). If all are in agreement, then Anna will ask SPC to do this as well.  
  
It was also agreed that it would be a good idea to put a short written piece from the Physiotherapist and Pharmacist on the web site too. Helen Buchanan , the Social Prescriber, has already written a piece about her role to go onto the website and this is attached. Helen is in the surgery every Wednesday and is proving very useful.  
  
3. **CCG changes / Health watch PPG report** . Everyone present had received a copy of  the PPG development project proposal to the Sussex ICS. Shelia said we would wait and see what comes out of this.  
  
4. **Surgery update**.  
Anna reported that the surgery is fully staffed. However, since mask wearing is no longer compulsory, there has been a rise in staff sicknesses, and locums have been required to cover. The reception staff receive a fair amount of verbal abuse from patients as do the medical staff as well.  
  
The need to promote both the local Pharmacies and Crowborough Minor Injuries Unit was discussed. The surgery is often asked about such things as ‘head lice, verrucas and hayfever’ all of which could be dealt with by the pharmacy. NHS England are promoting the use of pharmacies so hopefully this may help to ease the load on doctors.  
  
5 **Any Other Business**. The question of raising the profile of the PPG was discussed. Anna suggested that members of the PPG might come along to the flu clinics , perhaps with a display and possibly even offer refreshments. She also suggested that holding meetings on line might encourage more younger people to join the group.  
  
6. **Date of next meeting**: Wednesday October 12th 2022 at 6.00p.m.