



## Lime Tree Surgery Patient Participation Group (LTSPPG) (Reformed 2017)

### Minutes of Virtual Meeting held on Tuesday 20th October 2020

**Attendees:** TM (Lime Tree Surgery Managing Partner), DB (Lime Tree Surgery Practice Manager), KTY (Chair PPG), CB (Vice Chair PPG), DK (Secretary PPG), PPG Patients (Video and Goring Surgery)

Item	Details	Action
1.0	<b>Apologies: DM &amp; DP</b>	
2.0	<p><b>Matters Arising from LTSPPG meeting on 25<sup>th</sup> August 2020</b></p> <p>KTY opened the meeting and welcomed everyone. He continued by expressing, how during lockdown, it had been extremely difficult to function as the PPG would normally do.</p>	
2.1	<p>The 2nd Lime Tree Surgery Newsletter had recently been sent out and hopefully all patients had received a copy. The latest contained an article by the PPG. The second part of the article will appear in the next issue. For future issues KTY may be looking for volunteers to contribute an article relevant to PPG (e.g. Diabetes and more publicity on ARK).</p>	
2.2	<p>One of our main issues, during lock down, has been the problem of communication within PPG and in particular Goring surgery patients. TM &amp; DB have discussed this issue with KTY. Historically, Goring surgery (formerly Phoenix) use texting as their preferred form of communication. This makes it difficult to circulate information and therefore plans are under consideration to change to an e-mail system which hopefully will improve the situation. Some patients from Goring have already been in contacted about the changes. If patients from Goring surgery wish to be more active in the PPG, they should contact either of the e-mail links at the bottom of the minutes.</p>	

3.0	<p><b>Debrief on Lime Tree Surgery Flu Vaccination Programme 2020</b></p>	
3.1	<p>TM delivered an update on the Flu Vaccination Program, so far, for 2020:</p> <p>Four weekend clinics have run 8am-5pm at all three sites with a total of 7,000 vaccinations being given. These clinics have covered the at risk and over 65-year group, Nursing Homes and Care Homes, under Lime Tree surgery are also nearly completed.</p> <p>This is to be followed by the under 50 to 64-year age group and those specifically at risk. There may need to include possibility of evening sessions.</p> <p>At the time of the meeting the practice had run out vaccines, but the surgery was expecting a further delivery of 500 more units in the next few days.</p> <p>TM also informed the meeting that a staff rota was being organized for weekend flu sessions in November. There are still 13,500 patients to be vaccinate.</p>	
3.2	<p>TM did mention that in the past there has been restrictions on vaccine orders and that he was awaiting further details. He reassured the meeting that all eligible patients will receive their vaccination.</p>	
3.3	<p>Carers, in the approved NHS criteria, will be receiving their free vaccination.</p>	
3.4	<p>Regarding calling upon PPG helpers this year, to control manage car parking and monitor corridors, TM explained that due to reduced numbers per session, due to lockdown, it was considered unnecessary to get extra help as the volume of people at any one time slot had been spread out to implement social distancing.</p>	
3.5	<p>Q &amp; A. This mainly consisted of positive feedback from the excellent organization of the flu clinics although there had been an issue not enough slots for the people contacted. TM confirmed that there had been an 80% uptake on messages sent out to patients and there was consequently a shortage of appointments, but this had been resolved by bringing in extra staff.</p>	

4.0	<b>Surgery Plans for the 2nd Covid-19 Wave; Winter 2020.</b>	
4.1	TM confirmed that the surgery was doing their utmost to provide the service required by the patients and hoped that people had received a good quality of service during lock down.	
4.2	The infection rate continues to be better than other areas and that our Covid Alert Level is Medium.	
4.3	TM also informed the meeting that there will be some new members joining the surgery in the New Year and that the surgery is trying to improve the availability in accessing remote circumstances for people to work from home.	
4.4	To handle the increased work, load the practice have additional locum staff available.	
4.5	TM informed meeting that all 3 surgeries are open for face to face appointments but only following a patient undergoing clinical triage over the phone.	
4.6	LT informed us that at a recent local Residents Meeting, one of the towns MPs had said that any cases of Covid-19 would be transferred to Brighton and Sussex Hospital, leaving our immediate local hospitals clear to cover day to day emergencies. .	

5.0	<b>Incorporation of Goring Surgery Patients into Lime Tree Surgery PPG</b>	
5.1	CB, who is leading migration, informed the meeting that DB was contacting all Goring surgery patients, who had shown interest in joining the LTSPPG, and there would be details about the PPG on their website.	DB
5.2	CB asked TM if there was any update on the new practice website? There had been some discussion with MG (PPG website coordinator) who had been in contact with DB at the practice. The meeting discussed the best approach to include Goring patients with the PPG.  One idea was to send out mail shots or e-mail to enquire if people would like to join the PPG distribution list. TM informed us there was action on trying to collect email addresses and that a variety of options were becoming available and there needed to be a review of the options and of the collection of more e-mails. Texting was a possibility. TM informed us that as the website	CB/ DB

5.3	<p>continues to be worked on, he would rather wait until the updated website was launched hopefully by end of the year.</p> <p>CB will talk to DB to try and collate information as to how many Goring patients would like to join us.</p>	
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<p>6.0</p>	<p><b>Communal Gardens at Findon and Goring sites.</b></p> <p>KTY updated the meeting on the possibility of a Community garden at the Findon and Goring sites.</p> <p>The idea of a Community Garden for both Findon (communal garden for growing produce) or a Beach Garden, at the Goring surgery (originally conceived by one of the surgery partners) would both be offered to patients in need of emotional support, who have suffered a loss or recovering from depression.</p> <p>Funding for either project could come from West Sussex Crowd Funding (run by Sussex County Council using a public funding company with funds of £125K for our area) and this would require some involvement from the practice which has had already been mentioned, this was quite difficult with the disruption and extra workload of Covid-19.</p> <p>TM said that this would require some work to plan for and for the council to approve it. DB was willing to support the idea but to make the project work it would require someone to lead and for a core of volunteers to support the program as this type of project would understandably see people come and go. There may be the possibility of a window of opportunity in January (next funds available if we missed that date then April) to work on this and in between time the information about the project could go into the newsletter to ask who would be willing to come onboard to support and keep the program.</p> <p>There followed a discussion about which would be the best location to choose and that there may be less restrictions with the Findon site.</p> <p>DB said that the idea was still in the preliminary stages and JB suggested that the people who are willing to come forward, be on the planning team in supporting the program should probably be able to choose the site.</p> <p>DB willing to place details on the website and KTY will work on producing a piece for the newsletter</p>	<p>DB/ KTY</p>
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7.0	<b>A.O.B</b>	
7.1	TM promised to arrange an overdue Diabetic meeting with PA and MG.	TM
7.2	CB enquired about a Dementia and Alzheimer pathways discussed at previous meetings TM informed meeting that there was a newly appointed Care Coordinator whose role is to navigate patients through the care pathway. The target population would include those with frailty and learning difficulties. Training has been arranged for next month.	
7.3	KTY enquired about building work that has been undertaken during lockdown at Findon surgery? TM updated the meeting that there had been extensive renovation work which includes new Reception area with carpet, new consulting rooms and the old Waiting Room 3 converted into a large formal meeting space. Hopefully, this will be used for PPG meetings in the future. The total costing for this work approximately £70K.	
7.4	KTY referred again to the parking issues at Durrington Health Centre and feels that it is very unfair on patients who are unable to park on-site when attending an appointment, particularly those with mobility problems. TM assured meeting that he would investigate the problem.	TM
8.0	KTY closed the meeting. provisional date for LTSPPG Zoom meeting: <b>Tuesday 1st December 2020 1-2pm</b>	

Polite Note: If there are any major errors found in these notes please feel free to contact: [chair@limetreesurgeryppg.org.uk](mailto:chair@limetreesurgeryppg.org.uk) or [secretary@limetreesurgeryppg.org.uk](mailto:secretary@limetreesurgeryppg.org.uk)

Issued: Date 29th October 2020.