



Summary Notes from PPG Meeting 20 July 2023

HDC Health & Wellbeing Information Centre has moved to West Street in Horsham

8,100 surgery patients use the NHS app.

We have 235 followers on the PPG FB.

The Men's Shed are working on the leaflet stand for the waiting room

A curtain will be installed around the health check kiosk in the waiting room area. Signage also required. Then will be publicised.

Generally, there is a good positive responses from patients on FB at the moment. Some feedback is in relation to the closure of Lloyds. This is not an issue the surgery can resolve. There will be a replacement pharmacy which will continue in the same premises.

There has been positive support on FB for the Arun Valley Pharmacy following staff illness.

There is a general problem with availability with some drugs nationally which is not just limited to Billingshurst.

West Sussex PPG Meeting

Shared delivery plan explained by Karen Sallis, Head of Primary Care West Sussex.

- i. It is her view that the pressures on surgeries and the impact of delayed hospital admissions could be felt for some years.
- ii. New school of Nursing has recently opened at Chichester University.
- iii. Round table discussions illustrated that all PPG's have different agendas and focus. Many PPGs have no contact with their surgeries and had narrow views / interests related to specific illnesses or age groups.
- iv. More dialogue is required with other PPGs within the Chanctonbury PCN. We should explore the willingness to have regular meetings between the 4 PPG's in the PCN.
- v. PPG could get involved in supporting the Social Prescribers with enhanced support with care homes, child mental health.

Public Meeting in end of September (check dates Action – Graham)

- i. Clear aims for the meeting to be set
- ii. Successes / History / Plans
- iii. Descriptions of various roles
- iv. Defining shared services within the PCN
- v. Q&A
- vi. Book in the Community Centre
- vii. Communication strategy
- viii. Initial planning do be done by email

Surgery Report

- i. Staffing – Dr Hird leaves 21 Jul.
- ii. Advance Nurse Practitioner will start in Sept which should free up some GP capacity.
- iii. FTE Doctors will be 7.1 from the 21 July with additional locums.
- iv. New Housing. The surgery asked for any details on all potential known future housing from the Parish Council.
- v. Drop down menus are now on the website.

Next Meeting – 2nd Nov. 2023 Meeting closed at 8.55pm