

# Wealden Ridge Medical Partnership

*Incorporating Heathfield Surgery, Newick Health Centre, The Firs Surgery & Chailey Surgery*

Dr R. Rajan, Dr S. Narasimhan, Dr E. Sheppard, Dr S. Crowley,  
Dr L. Gillespie, Dr J. Andrews, Dr J. Wills, Dr K. Naineni

## PPG Meeting

**29<sup>th</sup> September 2025**

**Heathfield Surgery**

In attendance:

Jackie Wood (Chairing), Jan Groom, Jane Leney, Barry Simons, Dr Sheppard, Scott Lavocah (minutes)

Apologies:

Cllr Gadd, Heather Ward, Colin Webb, Becky Dilley, Gab Szekely

## Notes & Actions

| Agenda Item  | Notes   | Action   |
|--|---|--|
| Welcome and apologies                                  | Jackie welcomed everyone to the meeting. Apologies were noted (as above) and a round of introductions was held.   |  |
| Minutes of last meeting (22/5/25) and actions reviewed | <p>Jackie said that she finds the “day in the life of” interesting and useful.</p> <p>Jackie explained that she attended the last Sussex PPG event and is in discussions with other PPG’s regarding a local PPG, perhaps at Primary Care Network (PCN) level. Colin and Jackie said that they’d be prepared to be involved. The next meeting of the East Sussex PPG Network meeting is on the 27<sup>th</sup> October and there are 2 PowerPoint slides available should members want to see them:</p> <ul style="list-style-type: none"><li>• Improving Primary Care Patient Experience Programme (PPG Project)</li><li>• PPG Networks in Sussex: One Year On</li></ul> <p>Should you wish to see these please ask Jackie.</p> <p>There was discussion about the role of the PPG and items for future meetings and the feeling was that suggestions are put forward but then not acted upon.</p> <p>Other suggestions included:</p> <ul style="list-style-type: none"><li>• The NHS 10 year plan and the new GP contract (Barry) and the impact on General Practice – suggested as an agenda item for the next meeting and Barry will prepare an executive summary for the newsletter.</li></ul> | <p><b>Jackie</b></p> <p><b>Julie &amp; Barry</b></p> |

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| Practice Update | <p><b>Staffing update</b></p> <p>Our new Practice Nurse has had her start date postponed due to ill health. We have a locum nurse who has joined us in recent weeks, whom we are pleased to advise has accepted a permanent role with the practice. She will be working across the two areas. We are also interviewing another Practice Nurse this coming Friday.</p> <p>Katy our Paramedic has resigned her post to take up a new role more centred around care home patients. We are currently in discussion as to how we will replace this clinical time.</p> <p>Dr Hannah Barnard, who is an ST3 trainee, who completed her final year of GP training at Newick has recently passed her final exams and will be joining us as a permanent GP in January 2026.</p> <p><b>Review of our appointment system</b></p> <p>In line with Primary Care Recovery Action Plan, the BMA guidance on Safe Working and our GMS Contract, our appointment system has been under constant review. The partners met on Tuesday last week and one of the areas discussed was planning for Winter pressure. We are meeting again this coming Thursday to formalise plans in terms of use of appointments during the coming Winter.</p> <p>At each discussion our review includes the following:</p> <ul style="list-style-type: none"> <li>• The split of appointments available to book – i.e. in advance for routine review vs those available on the day for urgent issues</li> <li>• The actual number of “urgent” requests that come through the system each day, via the on-line triage system Visiba</li> <li>• The role of the duty doctor and how their session is planned</li> <li>• Review of the message given by reception to patients calling on the day</li> <li>• Patient feedback via PPG, Friends and Family Test (FFT) etc.</li> </ul> <p><b>Flu Vaccination</b></p> <ul style="list-style-type: none"> <li>• Order this year was reduced in line with uptake over the previous two years, this is to avoid wastage. <ul style="list-style-type: none"> <li>○ Practice purchases the vaccine</li> <li>○ Reimbursed for those we use</li> <li>○ Unused vaccine is destroyed with no reimbursement</li> </ul> </li> <li>• Many local pharmacies offer flu vaccination, it is free to all eligible patients</li> </ul> <p><b>Protected Learning Time (PLT) afternoon</b> – this coming Thursday 2<sup>nd</sup> October.</p> |  |
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|                                 | <p><b>Mental Health First Aider</b><br/>3 members of our team are completing a Mental Health First Aiders accredited course, an initiative that aims to help and support the well-being of the primary care workforce to promote a healthier workforce.</p> <p><b>Did Not Attend (DNA) Figures – Jul, Aug &amp; Sep 2025</b></p> <table border="1"> <tr> <th>DNA Figures</th><th>GP</th><th>Nurse/HCA</th></tr> <tr> <td>Jul-25</td><td>24.5 hours</td><td>30.5 hours</td></tr> <tr> <td>Aug-25</td><td>18.5 hours</td><td>19.5 hours</td></tr> <tr> <td>Sep-25</td><td>19 hours</td><td>24.33 hours</td></tr> <tr> <td>Total Appointments Lost (Hours)</td><td>62 hours</td><td>74.33 hours</td></tr> </table> <p><b>Last meeting we discussed suggestions on where the patient group might like to get involved</b>, has anyone had any further thoughts on where they would like to get involved?</p> <p>It was felt that having a presence in the waiting rooms would not be beneficial.</p>   | DNA Figures | GP | Nurse/HCA | Jul-25 | 24.5 hours | 30.5 hours | Aug-25 | 18.5 hours | 19.5 hours | Sep-25 | 19 hours | 24.33 hours | Total Appointments Lost (Hours) | 62 hours | 74.33 hours |  |
|---------------------------------|--|-------------|----|-----------|--------|------------|------------|--------|------------|------------|--------|----------|-------------|---------------------------------|----------|-------------|--|
| DNA Figures                     | GP   | Nurse/HCA   |    |           |        |            |            |        |            |            |        |          |             |                                 |          |             |  |
| Jul-25                          | 24.5 hours   | 30.5 hours  |    |           |        |            |            |        |            |            |        |          |             |                                 |          |             |  |
| Aug-25                          | 18.5 hours   | 19.5 hours  |    |           |        |            |            |        |            |            |        |          |             |                                 |          |             |  |
| Sep-25                          | 19 hours   | 24.33 hours |    |           |        |            |            |        |            |            |        |          |             |                                 |          |             |  |
| Total Appointments Lost (Hours) | 62 hours   | 74.33 hours |    |           |        |            |            |        |            |            |        |          |             |                                 |          |             |  |
| Appointment system experiences  | <p>Jan had a list of patients experience's as follows:</p> <ul style="list-style-type: none"> <li>• Patients are phoning up wanting a non-urgent appointment and are being told the wait is 3 weeks, which means some of them are saying it's urgent to get an appointment.</li> <li>• What happens if someone phones up and doesn't have a smart phone?</li> <li>• The Visiba Triage form didn't download on a phone.</li> <li>• Patients are requesting calls to their mobiles as it's easier for them to hear, but are then getting calls to their landlines?</li> </ul> <p>Scott and Dr Sheppard explained how our appointment system works and that there are appointments available within 3 weeks and that anything urgent requires the Visiba Triage form to be completed.</p> <p>Scott explained that our appointment system is clearly explained on our website and asked PPG members to signpost patients to the website. We would of course welcome any feedback. For anyone who doesn't have a smart phone or is having trouble completing the form the staff can either help over the telephone or we have a tablet at Newick and a laptop at Heathfield where staff can assist.</p> <p>Colin explained that the online system works well and he has no problem with this. Maybe not enough online appointments though.</p> <p>Jane said that she used the triage form for the first time today and didn't find it easy and the text was faint.</p> <p>Dr Sheppard explained that staff had met with NHS England recently to showcase our Triage system. Colin said that all</p> |             |    |           |        |            |            |        |            |            |        |          |             |                                 |          |             |  |

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|                                | <p>surgeries will need to provide this online triage system imminently and maybe we could support other surgeries?</p> <p>Dr Sheppard explained that we are doing a lot that should be done by Secondary Care. Typically on a Monday we get 100-120 Visiba Triage forms to deal with.</p>  |            |
| New members of the PPG         | <p>Julie has suggested some new Newick members as we need some more from that area. Barry has links with Heathfield College so could try and get a few younger people (17/18 yrs) involved. They would need specific actions for them to do (e.g. young people and mental health). All members to have a think and bring ideas to the next meeting.</p>                    | <b>ALL</b> |
| PPG going forward & newsletter | <p>Ideas for the next newsletter (due now):</p> <ul style="list-style-type: none"> <li>• The NHS 10 year plan – Barry</li> <li>• Wealden Ridge appointment and triage system – Julie</li> </ul> <p>Any other ideas please circulate.</p>   |            |
| E-Healthwatch in Sussex        | <p>Barry explained that this is to be abolished by the Government, along with NHS England so no point spending time on this.</p>   |            |
| AOB                            | <p>Barry asked for a plan for the year ahead and to get dates for future meetings in diaries. Thursday evening seems to be best for most. Also can members give notification in advance of agenda items for the next meeting.</p>  | <b>ALL</b> |
| Dates of future meetings       | <ul style="list-style-type: none"> <li>• Thursday 4<sup>th</sup> December 2025, 6.30pm at Newick</li> <li>• Thursday 5<sup>th</sup> March 2026, 6.30pm at Heathfield</li> <li>• Thursday 4<sup>th</sup> June, 6.30pm at Newick</li> <li>• Thursday 3<sup>rd</sup> September, 6.30pm at Heathfield</li> <li>• Thursday 3<sup>rd</sup> December, 6.30pm at Newick</li> </ul> |            |
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## Friends & Family Test Results – August 2025

