



## Patient Participation Group Meeting Minutes

Meeting Title	<b>PPG Meeting</b>				
Meeting Location	Mannings Suite				
Date of Meeting	13 <sup>th</sup> November 2025   Start Time   11:00   End Time   12:00				
Attendees	Tom Micklewright (TM), Stephen Lyons (SL), David Mannings (DM), Diana Salisbury (DS), Lorraine Taylor (LT)				
Apologies/Absent	Alison Durrant, Robin Gundry				
Additional Distribution	N/A				
Minutes prepared by	Amanda Hulse				

Agenda Ref:	
1.0	<b>Minutes</b> The Minutes of the meeting held on 24 <sup>th</sup> July 2025 were agreed.
2.0	<b>Complaints</b> The complaints data was discussed including the reception staff complaints. TM explained that it was a demanding job and the attitude of staff may depend on how staff were being treated on the day by patients. TM said that the AI should alleviate pressure of the reception team and reduce complaints. Reception staff had undertaken training with verbal complaints and the LTS website clarified complaints information. DM asked if the complaints data could include a column of outcomes and SL asked if more information on the resolution could be included. DM asked if complaints were discussed as significant events. TM explained that often a significant event was undertaken prior to a complaint. TM said that pastoral care complaints were useful. TM stated there were patients who repeatedly complained. TM was asked to explain the upheld, partial and not upheld headings. TM stated that upheld meant that it was a valid complaint, partial was more of an issue

	than a complaint and not upheld meant that the complaint was not valid or inappropriate. Patients were sent a notification of the outcome.
3.0	<b>Jess's Rule</b> TM explained that Jess's Rule is an NHS initiative in England that requires GPs to "think again" if a patient has presented with the same symptoms three times without a clear diagnosis or improvement. It is a patient safety measure named after Jessica Brady, a 27-year-old who died from cancer after repeatedly seeing her GP with undiagnosed symptoms. The rule prompts doctors to take further action, such as ordering more tests, arranging a face-to-face consultation, or referring to a specialist, to prevent avoidable deaths. TM said that LTS already applied this system as it was common sense and that continuity was applied. He said that the rule was useful guidance and that he had expected more comeback from this, but this had not been the case.
4.0	<b>Dying Matters</b> DM stated that he attended the meeting and that education was needed for patients on sorting wishes and preparations. He asked about holding an education event during Dying Matters Week in May 2026 which could include other groups, residents' associations, hospices, ministers etc. He would like body donation to be discussed. It was explained that there used to be a Dying Matters website which was now run by Hospice UK, <a href="#">Dying Matters   Hospice UK</a> which is working with you to create an open culture in which we're comfortable talking about death, dying and grief. LT said that she had some conversation starters card if they were any use. DM stated that he would put together an email for the Lime Tree Charity Trust for funding for the event.
5.0	<b>Neighbourhoods</b> TM updated everyone on Neighbourhoods and that the NHS is developing Integrated Community Teams (ICTs), essentially neighbourhood health hubs, across its district to provide joined-up care with local partners (GPs, mental health, councils, charities) close to home, focusing on prevention and holistic support, with specific teams. These teams form part of NHS Sussex's "Improving Lives Together" strategy, aiming to shift care from hospitals into local communities. Worthing would be working with Adur as a neighbourhood to enable health teams to work together. The Sussex & Surrey ICB will merge into a single Integrated Care Board (ICB) by April 1, 2026, to improve health, reduce inequalities, and create a larger, more efficient strategic commissioning body for over three million people. This new combined ICB aims to streamline services, reduce costs, and focus on strategic commissioning for the entire region. TM said that Worthing Hospital accident and emergency centre now had one reception together with a new urgent treatment centre and that there was an urgent and emergency care pathway. TM said LTS now participated in daily mental health huddles with the Mental Health Trust. Avoidable admissions were discussed using the John Hopkins structure. This result represents a number between 1 and 11, which enables us to segment patients based on health needs. It will help the practice to understand the individual needs of patients and to give them the right support in a timely way. LTS holds Frailty MDTs that include the GPs, care coordinators and hospices to plan a patients care.

	<p>TM discussed the Pharmacy First service which dealt with seven conditions which are sinusitis, sore throat, earache, infected insect bites, impetigo, shingles, and uncomplicated urinary tract infections (UTIs) in women. Different age restrictions apply to each condition, and the service aims to provide a quicker route to treatment for these minor illnesses. The new Pharmacy First scheme enables your local pharmacy to treat some common conditions with prescription-only medicines therefore freeing GP appointments.</p>
6.0	<p><b>AOB</b></p> <p><u>Findon Roadworks</u></p> <p>TM stated that the date for the roadworks would now commence in January 2026.</p> <p><u>AI</u></p> <p>TM stated that a Voice AI Assistant for reception calls had commenced and was proving very useful for triage, cancelling appointments and data collection. The AI follows the same steps as our receptionists and could speak 72 different languages, calls will be answered immediately with no more long waits, with the same great care, and with its quick and easy help, whether it's booking an appointment or getting advice, everything happens faster.</p> <p>TM said he was in contact with the AI provider three times a week to expand on its services and discuss any issues.</p> <p><u>Tent in Lime Tree Surgery Car Park</u></p> <p>TM said he had removed the tent which had been in the car park since August, and it had been reported to the homeless team.</p> <p><u>Online Access</u></p> <p>SL asked about NHS England's core hours for online access and TM stated that LTS were compliant with the requirements.</p>
7.0	Date of the next meeting – Would be arranged for January 2026