



Patient Participation Group Meeting Minutes

Meeting Title	PPG Meeting				
Meeting Location	Mannings Suite				
Date of Meeting	20 th August 2026	Start Time	11:00	End Time	12:10
Attendees	Tom Micklewright (TM), David Mannings (DM), Diana Salisbury (DS), Lorraine Taylor (LT)				
Apologies/Absent	Alison Durrant				
Additional Distribution	N/A				
Minutes prepared by	Amanda Hulse				

Agenda Ref:	
1.0	Community Larder/Pantry Presentation LT introduced Rosamund who was helping to organise a new community pantry at The Hub at the Findon Valley Free Church. LT explained that there would be a soft launch of the service on the 23rd September. People requesting food help would need to complete a registration form. LT stated that a small amount of funding had been secured and donations from the Findon Valley Free Church congregation. The Community Pantry would be housed in the garage at the side of the Church and people would be welcome to pop into the church for a coffee as the coffee morning was being held at the same time. She said that the church staff had Christians Against Poverty training. LT stated that Lime Tree Surgery patients can be referred to them if needed and hoped the service could help people before crisis point. LT said there would be a food donation box at the library and asked if Lime Tree Surgery could host a donation box for pantry staples. TM explained that staff had previously donated to the Foodbank so would be more than happy to place a donation box in the foyer where the bookshelf was and he would put out a message to staff regarding the donation box. LT would email AH the poster and registration form. TM thanked Rosamund for attending and she then left the meeting.

2.0	The Minutes of the meeting held on 16 th April 2026 were agreed.
3.0	Complaints LT said there seemed to be a lot of complaints regarding attitude and TM said that conversations were ongoing and that it was being addressed. TM said that it was sometimes about how the patient feels after the consultation. TM said there had been complaints from patients whose housebound status had been removed after a review and TM said that the housebound criteria are stringent. DM asked why the complaints were brought to the PPG meeting and TM said that it had been requested by the group. TM explained that the complaints were a capture of each month and were dealt with and completed each month. DM said there was nowhere on the website to send a compliment and TM said he would investigate this. DS said there were a lot of compliments on Facebook and LT said that on the Next Door app there had been favourable comments. TM said there had been good feedback from the patient feedback review. DM asked if there were any complaints per month modulation and TM said that there wasn't.
4.0	Patients Newsletter Update TM circulated a draft Lime Tree Surgery Newsletter which had an important update regarding this year's flu vaccination programme. The flu vaccination programme would begin later than in previous years due to supply issues, with full flu vaccination clinics expected to run across all three sites from mid-October. DM asked if TM would be asking for volunteers and TM said he would let him know. The Newsletter also updated on staff changes with Dr Kaheebu leaving and doing locum work at LTS. Dr Lewis had now left, Dr Richards was enjoying a well earned sabbatical and Dr Jeyakumar continues to be on maternity leave. TM explained that Dr Annie Holmes had joined the team and that Dr Oliver Smith would be rejoining the team on a substantive basis from the end of September. Two new Health Care Assistants had joined the nursing team, and Samantha Pritchard had returned to the team in her role in diabetes with additional scope to support a new obesity management pathway for patients. Dr John Marszal had previously been working at LTS for one day a week as a locum but would now work three days a week. TM stated that new technology called Abtrace was helping the surgery to deliver more proactive care. Abtrace was a clinically approved digital system that helps the practice identify patients who may be due important tests, reviews, monitoring appointments or vaccinations and contact them more efficiently. TM said that there would be a one year sign up which would help with cover. TM explained the ICT's and the new community care offer in Sussex which would help people receive more joined-up care closer to home and reduce avoidable hospital admissions. The team would consist of a GP, PP and Care Coordinator who would oversee and monitor the work. There would be one team for each PCN footprint and LTS was with the Barn Surgery as a PCN. DM asked if the newsletter could be put on the screens, on the webpage as a news item and LT asked if it could go in the library.
5.0	Practice Greening Work DM said that there was no recent update on the LTS website regarding the Greening Campaign and asked for an update. DM asked if the PPG could help with the campaign in any way. TM said that solar panels will be fitted to Findon in the next

	6 months. TM said that he would invite LB and DH to the next PPG meeting to update the group and would ask DH for an update which would be circulated before the PPG meeting.
6.0	Later Life/Bereavement Sessions DM circulated a poster (see attached below) for a new group he was setting up being held at the Findon Valley Free Church called 'For Your Later Years and Beyond' which would be a group giving information/support regarding planning ahead, staying independent, money, care, end of life wishes and loss, bereavement and support. DM said he would email the poster to TM for printing in order that DM could circulate them around the area. DM would ask MM to put some on the waiting room notice boards. DS said that she was a trained CRUISE volunteer and DM asked if she would like to attend the meeting and she agreed that she would.
7.0	AOB TM stated that he had received two applications for the Patient Participation Group who he would be interviewing in the next couple of weeks. LT said that the Findon Valley Residents Association 5/10k trail run was taking place on the 5th October. She stated that there was still no working defibrillator in the two locations of the run and TM said that there was a defib at LTS that could be lent out on the day of the run. LT showed the group PSA testing leaflets and asked why LTS would not take the leaflets for the waiting room. TM and DM both explained that it was a more involved process rather than just one PSA tests and that patients can request a test at LTS.
8.0	Date of the next meeting – 12 th November 2026