



Patient Participation Group Meeting Minutes

Meeting Title	PPG Meeting				
Meeting Location	Mannings Suite				
Date of Meeting	24 th July 2025	Start Time	11:00	End Time	12:25
Attendees	Tom Micklewright (TM), David Mannings (DM), Stephen Lyons (SL), Lorraine Taylor (LT)				
Apologies/Absent	Alison Durrant, Diana Salisbury, Robin Gundry				
Additional Distribution	N/A				
Minutes prepared by	Amanda Hulse				

Agenda Ref:	
1.0	Minutes of the meeting held on 27 th March 2025 were agreed. TM said that there was no capacity at the moment for JE to action a quarterly newsletter and this would be picked up in September.
2.0	Complaints TM said that there had been complaints during April and May regarding communications and said that there had been new reception staff starting and undertaking training and there had been a backlog. DM said that someone had complained but not had any response. TM explained that if a complaint was a passing comment to reception staff, it might not have been recorded as not an official complaint. TM said that soft feedback was collected and discussed at the Team Leads and Managers Meeting. SL asked how long ongoing complaints were and TM said that the statistics presented to this meeting were a record of that time, at the time, and would have been resolved. LT said that there were no complaints regarding phone calls to reception, which was excellent. TM said that he looked at the statistics regularly and said that Mondays were very busy. SL said that not a lot of people know about Pharmacy 1 st and if they did, the calls may reduce.
3.0	NHS Restructuring/Neighbourhoods

	<p>TM gave an update on the NHS restructuring that was taking place. There was restructuring across the board including potential local government reorganisation. The Sussex and Surrey Integrated Care Board would merge next year with the executive team restructured by October and the other staff from September to December with staff leaving in December. There was uncertainty for ICB staff and morale was low. Both the Sussex and Surrey ICB had overspent and costs needed to be reduced. The Sussex ICB had been told to bring its running costs down to £18.76 per head of population, from £39.83, in line with national plans. The reform is part of the government's 10 Year Health Plan for England. Neighbourhood Health Services will become integrated community teams with Worthing Neighbourhood bringing together providers, creating good relationships with other services and organisations. One future focus will be frailty and preventative care. The figures for falls in women over 80 years old admissions to hospital were very high and in ten years this will double and preventative work needs to be undertaken now. SL asked how can we be proactive and TM said that by raising awareness of muscle loss. SL asked how the patient would be aware of muscle loss to make changes. TM said that during the menopause proactive interactions were needed.</p> <p>TM said a meeting had been held for the first time between GP's and pharmacies as part of the quality improvement scheme and Pharmacy First. An all training event had been recently held regarding this and referrals were being picked up quickly, which was a benefit to the patient and Lime Tree Surgery.</p> <p>DM asked when the new Worthing Medical Health Centre was opening and TM said that there had been issues with the water supply.</p>
4.0	<p>Assisted Dying/Advanced Care Planning</p> <p>DM asked what the Lime Tree position was on assisted dying. TM said a discussion had taken place, there were different views within the clinical team, and there were not enough proposal details. DM asked if the patient could be referred to someone who could advise and how would Lime Tree support the patient and TM said it was early days and support was always there for the patient.</p> <p>SL said you could not predict your reaction to be told you were terminally ill and each person would have their own response. He stated that there is a DNR option but if a patient was not ill, they may not wish to discuss this at this time. TM said there is a Dying Matters awareness week next year and he would talk to JS a Nurse Practitioner regarding this.</p>
5.0	<p>AOB</p> <p>Community Garden Project</p> <p>TM stated that there had been no progress on the community garden project due to the possible requirement of planning permission for the project and he would investigate further with the Council.</p> <p>LT said that she had spoken to the Findon Valley Free Church about being a food hub and said that she had also spoke with Lidl.</p> <p>LT stated that Gas works would commence in August in the vicinity for months and may cause problems with access. SL asked if there was any progress on the Durrington Health Centre and TM said there was no news.</p>
6.0	Date of the next meeting – 25 th September 2025