Hastings Old Town Surgery – PPG Meeting Minutes

Date: 30 April 2026

Time: 15:05 (approx.)

Location: Warrior Square Surgery

Chair: KA

Minute taker: KM

Attendees : KA, SB, KM, CP, SFG, SM

Apologies: GS, TS, JW

1. **Previous Minutes: Matters arising (agreement, confidentiality, and publication)**

- Location and times on old minutes are incorrect – correct them
- List of PPG member email addresses to be shared

2. **Actions from previous minutes**

- A1 & A2: [redacted] - action is still in hand
- A3: TS & JW attended open days and special health events but effort to recruit members fell short.
- A4: KA to take forward as an action to speak to GS.
- A8: great outcome for enhanced care day. Very successful and lots of ad hoc, blood pressures.
- A9: text messages sent on the wrong day by mistake. Very under represented. Very good feedback from those that did attend. Discussed how the event was publicised. Feedback from PPG to have more advertisement inside the surgery.
- A12: email addresses provided to practice, and them to be circulated via email to PPG members

3. **Appointment of new chair**

- PPG to research PPG models and appoint a new chair
- Discussed using Practice site for PPG's meeting to appoint new chairperson

4. **Operational & Practice updates**

4.1 Access & appointment systems

- Current triage system is not sustainable due to demand
- Practice is reviewing and renewing triage approach
- Changes have been made to engage consult hours
- Introduction of Rapid Health software to improve triage
- Practice demonstrated Rapid Health, PPG tested system with a dummy account
- Practice asked PPG for better ways to advertise new system to patients
- Discussed practice setting up PPG some dummy accounts to use at home

4.2 Estates

- Refurbishment of patient toilets at Warrior Square Surgery
- Building new storage shelves at Warrior Square and Old Town Surgery
- Re-painting and clearing the outside area at Churchwood Surgery

4.3 Staffing Updates

[redacted]

- In the process of recruiting new GPs – [redacted] (subject to qualifying), [redacted] to commence in May, [redacted] (subject to visas and qualifying), [redacted] fixed term contract to cover maternity leave.
- Looking at locum resource in the meantime whilst waiting for qualifying doctors
- Recruited a new Mental Health Nurse
- Recruited a new Women's Health Care Coordinator
- Recruited for reception, and recruitment for triage is in process

5. Patient Experience and Feedback

- Predominantly positive feedback.
- Small percentage of negative feedback
- PPG proposed a way to use full names for friends and family feedback as they often don't know which clinician they saw in order to give feedback
- DNA rates discussed. Last financial year (April 25 –March 26) 8,443 appointments not attended. Total value of £253,300 and 1,953 wasted hours.
- Discussed the reasons that people did not attend. Some people very apologetic, some people repeat offenders for non-attendance

6. Future dates

9th July 2026 (Warrior Square Surgery)

ACTION LOG

Ref	Action	Owner	Due
A1 (carried over from prev. meeting)	Agree and implement a process to review minutes and redact/remove confidential, business-sensitive, or identifiable items prior to publication	Practice (KA/GS) + PPG	Before publications
A2 (carried over from prev. meeting)	Finalise and publish a simple PPG joining/contact process/steps	Practice & PPG	
A3 (carried over from prev. meeting)	Correct and circulate the PPG contact list / email addresses	Practice (KM)	ASAP
A4 (carried over from prev. meeting)	Send dates/details for talks to elderly groups (ReSPECT-related) to Practice contacts	Practice (KA)	ASAP
A5	Create Rapid Health dummy accounts for PPG members to test and send in email	Practice (KM/CS)	ASAP
A6	Practice to contact PPG regarding their meeting for appointment of new chairperson	Practice (KA/KM)	ASAP
A7	PPG to hold meeting to appoint new chairperson	PPG	Before 9th July