

Woodingdean Surgery – Patient Participation Group
Fifth Meeting Minutes
18th April 2012
6.30pm -7.30pm

Attendees

Jane Collins (Practice Manager), Linda Paddock, Denise Bartup (Secretary), Ken Mills, Mike Randall(Chair), Maureen Doo, Wendy Palmer (Reception Manager), Sandy Johnston, Mary Wheeler (Treasurer), Sam Forder, Bernice Cumming, Tina Pither (Practice Nurse), Tracey Martin (Receptionist), Dr J Wilson.

Apologies

Verena Smith, Liz Stead and Kim Waghorn.

Content

Jane opened the meeting and welcomed everyone and asked if the minutes of the previous meeting were correct, all agreed that they were indeed in order and so the meeting was then handed over to Mike Randall as Chairman to proceed.

- **Group Business** –
- **The terms of reference (TOR) Final Draft:**
Mike explained that the TOR was almost complete and subject to a few final tweaks should be ready for their final draft very shortly. He and Jane still have a couple of things to finalise.
Mike at this point raised the issue regarding the Groups name. It was felt that the title ‘ Woodingdean Surgery Patient Participation Group’ apart from being something of a mouthful, was making the job of recruiting new patients to the group much harder as many people were unsure of what the title suggests we are all about. A unanimous decision was taken to change the groups name to ‘FRIENDS OF WOODINGDEAN SURGERY’ instead. Our mission statement and logo are to remain unaltered. Denise is arranging to alter all the recent leaflets and posters to show this change and Jane will distribute accordingly.
- **Fundraising ideas.**
The secondhand book sale is now up and running and seems to be working really well. To date the money raised from the sale of books is £9.60. Mike mentioned that the old wooden bookshelf that had been in the surgery waiting room, and earmarked for the book sale had in fact been condemned! The group then discussed buying a replacement book shelf but the reception staff pointed out that for the time being for health and safety reasons and general waiting room tidiness the books

should remain up above child height to prevent them being left lying on the floor by children playing with them etc. At the moment the books are displayed along the back of the filing cabinets and for the time being they are to remain in situ. Mike is going to look for a single sloping display shelf to replace the bookends that are presently supporting the books. There was also a suggestion that to prevent the books becoming stale, there should be some form of stock control or weeding to keep stock moving. However for the time being it was felt that we should not concern ourselves too much with this and to review whether a weeding system is necessary at the next meeting.

- **Work Plan.** -

Review ideas from the fourth meeting:

The 'Patient Buddy System' was raised again by some members but as discussed previously this was felt to be a little bit ambitious as a first option for the group and fraught with problems so for the time being this is to be shelved. Jane then suggested we invite an Independent Healthcare Doctor to a subsequent meeting to give us an independent overview of what might be a good starting point for the group. This is of course dependent on his or her opinion of what they feel should be given priority, based on our local community and the needs of patients within the area. Jane has agreed to make the arrangements for this and to invite the (IHD) to a future meeting. It may be necessary to extend this meeting by an additional 30minutes or give the (IHD) time to speak to the group.

- **PPG bank account** - It was decided that the Group should have its own bank account. Mary Wheeler is to arrange for this to be done and that the account should be set up in the new name of 'Friends of Woodingdean Surgery. Mary is going to check how this type of bank account actually operates and how many signatories are required etc. If there are to be a number of signatories, it was suggested they should include, the fundraisers, the secretary and the chair.
- Mike then talked to the Group about the National Association for Patient Participation or NAPP organization, and our group joining. At the moment Mike hasn't joined the group because of the issue over the name, but now we are settled on the new name, this can go ahead. Mike will deal with joining on the group's behalf and this will be updated for the next meeting. For anyone who would like further information about the NAPP organisation please have a look at their website is www.napp.org.uk It is a valuable source of information for PPG's. There is a joining fee of approximately £50. Jane confirmed that the practice would cover this cost.
- **Update on notice board posters and patient comments/feedback:** -
There has been a very good response from patients regarding the newly filled notice board and in particular the detailed poster concerning the new build with the option for patients to leave their comments and suggestions about what they would like to see made available at the new surgery when its completed.

Denise confirmed that all the various local community newsletter editors had been contacted with a view to including a piece about the PPG in their next issues. Also posters were now on display in the local pharmacies and the library promoting the Group. Denise has also contacted all the local church organisations and asked them to include a piece in their church newsletters and parish magazines. It was felt however that the 'Rottingdean' area had been somewhat overlooked and that there are a number of patients living in Rottingdean who attend the practice and should therefore be kept up to date and informed. Denise explained that she had looked at the possibility of placing a small add in the 'Denes' magazine, but she felt that this particular publication wasn't really right for the Group, as it was full of mainly local businesses with something to sell rather than community information. There is however another Rottingdean Newsletter that is delivered free to all the households within this area and Denise is to follow this up along with Bernice and Maureen, who originally raised this point, with a view to getting a small piece about the Group printed therein.

Denise then passed around two parts of the surgery Newsletter that she and Jane have been working on. The Group agreed that the newsletter should be as eye catching as possible and it was felt that the inclusion of a regular 'recipe' (healthy of course) was a good idea. Denise and Jane will continue to work on this together with a view to have a final document ready for printing within the next week or so. This will then be emailed to all members of the group as well as being available in hard copy at the practice.

- Woodingdean Community 50th Anniversary Event, 12th May 2012, 10am to 4pm, at Woodingdean Community Centre. A request was made for volunteers to man the table that has been booked at this event for the Group to promote itself and if possible to recruit new members. Mike has agreed to attend the event for the whole day and Denise has agreed to attend for 2/3 hours depending on other commitments. Please can you let either Denise or Jane know if you will be able to attend at any point during the course of the day? There will be a separate invitation sent in due course, to all group members giving details of the event, as it will be an excellent opportunity for us to introduce ourselves to other community groups as well as talking to patients of the practice etc.

- **News from the Practice** –
New Staff.

Jane informed the group of two new staff members joining the practice shortly, Andrea Jeanes – new Receptionist and admin assistant, and Nicci Barnes the new Health Care Assistant.

New Build:

Jane updated us with regard to the new building. At the moment the practice are currently in lease negotiations with the developer and she also confirmed that a meeting had been arranged for the end of April with the library service to discuss how the building is likely to be shared etc. Mike mentioned that the plans had yet to

go before the planning committee and that the next meeting of the committee when this was likely to take place was the 6th of May 2012.

Jane gave the group some feedback from the two public consultation meetings held at Woodingdean Library in March, which were very well attended and said that the overall feeling was that the new medical centre couldn't come soon enough! Other comments from the meetings included the following:

'First aid courses', 'small coffee shop', 'drinking water machine', 'could patients use the library whilst waiting to see the doctor? With the patient calling system extending to inside the library', 'independently marked parking spaces for the medical centre and also the library, so no sharing ' and finally for a 'pharmacy to be housed within the same site'.

Jane then gave us some feedback from patients who have left comments as a result of Mike's poster and tear off feedback form system in the practice waiting room regarding the new building. They include request for the following:

Separate play area for children, a deli style numbering system, high and low seating in the waiting area, photo's or prints of 'nature', hospital style 'waiting' sign when clinics are over running etc.

Feedback from the PPG Engagement event that took place on 23rd March 2012.

Denise handed out a summary she had typed up of what took place at the engagement event and Mike went through the main points with the group. The general consensus was that the event had been very helpful in a number of ways. We also felt that as a group we were doing particularly well and we were being very well supported. There were some gaps, which we felt we needed some more help with and hopefully these will be addressed in due course as the group grows. Denise will arrange for all group members to receive a copy of the summary of the event via email. If anyone would like a hard copy of this please contact Jane and she will arrange for one to be sent.

Bton & Hove CCG proposal paper –

This document was generally given a 'thumbs down' several members of the group said they had attempted to decipher the content but it had left them feeling confused and somewhat despairing! Mike agreed to give it another read through and to review again at the next meeting.

• Items for the next agenda –

- Terms of Reference final draft
- Review ideas from fifth meeting
- Feedback from Woodingdean 50th Anniversary Community Event on the 12th May 2012.
- Bton & Hove CCG proposal paper regarding 'Engagement'
- Fundraising – secondhand book sales/stock control.
- Virtual Group
- News from the practice – new build
- Update on membership of NAPP organization.

Meeting closed at 7.35pm

Date of next meeting 13th June 2012 @ 6.30pm @ Woodingdean Surgery