

Woodingdean Patient Participation Group (PPG)
Minutes of Meeting Held on Wednesday 27th August 2014

Attendees: Denise Bartup, Chair (DB), Monica Church (MC), Jane Collins, Practice Manager, Woodingdean Medical Centre (JC), Samantha Forder (SF), Wendy Palmer, Woodingdean Medical Centre (WP), Caroline Scannell, Practice Manager, Ridgeway Surgery (CS), Tracy Woodcock, Secretary (TW),

Apologies: Mike Randall (MR), Mary Wheeler, Denise Brown, Keith and Dianne Schofield, Maureen Doo, Sandy Johnson, Bridget Dubeau, Ruth Sennett (RS), Brian Parsons, Helen Goss, Dr Baker

PPG Business

1. DB chaired the meeting and welcomed all members to the meeting. Multiple apologies were noted.
2. Minutes from previous meeting were verified and agreed.
3. As a Treasurers update was not available this item was deferred to the next meeting but DB shared a letter with the group from the flower club relating to the flower arrangement delivered for the opening of the Medical Centre in July. The invoice presented had been paid but the club were writing to say they were unhappy that no donation was made to the charity as their invoice carried a footnote inviting a donation. There was much discussion about how this situation arose but the PPG concluded that a donation is a voluntary payment and as nobody involved with the original request was aware of any commitment to make a donation it was not something the PPG agreed to do. **Action Point:** JC will make a follow up call to the flower club.

Updates/Activities

4. **Network Report** from the last meeting was deferred for MR to report at next meeting.
DB reported that she will attend the next Network meeting on 27th October 2014.
DB referred to the Clinical Commissioning Group (CCG) Bulletin (*emailed to PPG 22nd August 2014*) as it included details of a new "lay member" post. DB explained that the CCG members had originally elected David Bowden to the chair along with two named vice chairs. The CCG subsequently decided that the Lay Member on their Governing Body covering Patient and Public Participation will also be the Chair of the PPG Network. This has caused some concern among PPG representatives as the position is funded by the CCG and may therefore be a conflict of interest, for example, should the CCG wishes conflict with those of the PPG representatives. DB also reported that HealthWatch are also against this automatic appointment. There was some discussion about whether a person paid by the CCG could be a 'lay member' and whether committee rules allow for the democratically elected chair to be replaced without a vote as that would not be the case with a PPG post. DB has written to multiple contacts including our own PPG Chair expressing concern about this 'automatic' appointment for some time but has not received a response to date. This is likely to be discussed again at the next CCG meeting which DB will attend and raised this to ensure the PPG are aware though there is no specific action the PPG can take. DB noted it would be helpful if MR would respond to email and TW also reported difficulty getting a response to email from MR in the past though JC & CS advised they have not experienced any problems. **Action Point:** DB will attend the next CCG meeting to continue raising this issue for response. TW will ask MR to confirm receipt of emails even if the answer has to be deferred.
5. **Woodingdean Carnival** Event 28th June 2014
JC & CS reported that the PPG table went well with books & leaflets available to those visiting them. JC report that the table was tucked away so may need to be better located at future events. JC & SC reported meeting an interesting lady at the event who is new to Woodingdean but may be a useful contact for the future as she offers Tai Chi sessions among other interests. **Action Point:** JC/SC will try and obtain this lady's contact details for future reference.
6. **Winter Warmers** update was deferred to the next meeting.
7. **HealthWatch** update & Annual Report. DB shared the recent Annual Report and advised that she is the HealthWatch representative on the "Urgent Care Working Group" which has been renamed "System Resilience Group". DB explained who this group interfaced with other

groups such as “End of Live”, “Cancer Action Group” and “South East Coast Clinical Senate”. DB reported that her first experience of attending the “Urgent Care Working Group” was not a good experience due the number of acronyms used and the content of the meeting being far removed from the patient’s view.

8. **Brighton Clinical Commissioning Group (CCG) Patient & Public Participation Strategy 2014-2016 Discussion Document.** DB referred members to the previously cascaded bulletin inviting PPG input to future communications and advised that she has volunteered to participate.

DB also referred the meeting to a previous HealthWatch bulletin (*emailed to PPG 28th July 2014*) about the possible creation of ‘Super CCGs’ which may be discussed at the CCG Public Discussion meeting on 18th September 2014 which DB is registered to attend.

DB also shared a schematic view of how committees & groups interact along with a copy of the Kings Fund report.

JC commented that it is very valuable to have DBs feedback from these meeting as the Surgery are members of the CCG but don’t have all of the other contacts that DB has which offer additional information.

9. **IT Courses** at the Library. DB deferred this item to the next meeting.
10. **Community Support Meeting** & funding update. DB updated the meeting on the previous Community Support Meeting which was attended by RS & DB and that RS will attend the next meeting which will include an assessment of the impact of events funded by Community Support.

Practice Business

Ridgeway Surgery Business

11. **Opening hours** survey at the Ridgeway received no completed forms from patients so the surgery may revisit this question alongside future surveys that are being planned. TW asked if no response might be assumed to imply that patients are largely happy with the existing opening hours and SC agreed that may be the case so opening hours will remain unchanged for now.
12. **Ridgeway PPG** informal meeting was held on 6th August 2014 at 6:30pm in the surgery and was attended by 7 Ridgeway patients, CS & Dr Baker. Some of the attendees were new members and some had attended previous PPG meetings. TW shared some of the feedback from this meeting with the group including the following but not necessarily in this order:
- MC had opened the meeting with an explanation of the role of the PPG and participants were asked for their views.
 - CS had invited comments from members about their views on the PPG. There was very positive feedback from all members for the PSA testing event and the screening talk by Margaret Felton. Both of which led to anecdotal reports of patients undertaking screening and discovering problems that may well have otherwise been undetected.
 - Ridgeway members felt the larger PPG meeting were overwhelming due to use of acronyms and variety of meetings/committees that are reported and some members had not returned to the meetings. Dr Baker was asked for his views on the PPG.
 - CS shared information on new on line prescription and appointments services and there was some discussion about these and possible newsletter articles.
 - Hearing services were discussed several times during the informal meeting and was of interest to several members who felt local services had stopped without any obvious replacement. *This was discussed again by CS/JC/WP later in the meeting.*
 - Other items of discussion also included parking, other speakers/organisations who might be of interest and could be invited to future PPGs.
 - Members shared recent experiences of local services for booking appointments (the Hub) and Brighton & Hove Integrated Care (BICS) referrals process and experiences.
 - It was agreed that the informal Ridgeway meeting afforded members the opportunity to discuss relevant local issues and the group agreed to meet informally again on 8th October.

This feedback led a lot of discussion about the format and role of the larger PPG and content of meetings in the last year. CS also noted that meetings had necessarily been focussed on the new build in recent months and CS/JC/DB noted previous PPGs had included invited speakers and offered more interaction at meetings. There was some discussion about the combined PPG meetings and how they should be conducted and whether they should be less often giving each surgery the option to have informal meetings as well. JC commended a 10

minute self-care forum YouTube presentation to the PPG as a useful view of how some PPGs are operating that would be very helpful to this PPG. The discussions continued about ways of encouraging more membership from a wider pool of residents and how these might be approached by the surgeries and PPG. It was also noted that a small pool of existing members are very often the ones who are most active in all the committees & sub-committees putting them under strain. JC shared her vision of using the new spaces in the Medical Centre to engage more groups and activities.

13. **Update on Practice Nurse.** DB gave very positive feedback on the locum nurse at the Ridgeway following a recent visit. The new nurse will be starting on 15th September 2014.
14. **Woodingdean Community Association AGM meeting & funding update (Denise)**
DB advised that the next meeting is on 24th September 2014 and that MR will be attending to represent the PPG. The meeting includes an item on the 'Healthy Neighbourhood Fund Update' which allocated money to the Woodingdean PPG for an information screen for the new Medical Centre. JC proposed that to keep the funds be kept in the community whilst arranging for the screen to be purchased. JC asked if DB might consider using her contacts at the DBS store opposite the Medical Centre to see if they supply a TV with PC Output capability. DB advised they are primarily a repair shop but agreed to find out. **Action Point:** DB to discuss possibility of sourcing an appropriate TV with her husband & contacts at DBS.

MC had to leave the meeting for another engagement at 7:30pm.

Any other business

15. During the discussion DB drew attention to some text on the Woodingdean Surgery website that is misleading to patients about some services that are not actually available.
16. There was further discussion about local Hearing Services including new battery service & recycling at one or both surgeries. As local hearing services are of interest to both surgeries TW proposed that as a topic for the next meeting to focus on. **Action Point:** JC/SC/WP to exchange information to determine whether it would be possible to 'launch' local hearing service details at the next meeting.

Date of next meeting to be confirmed.