

## MINUTES OF MEETING HELD on Thursday 27<sup>th</sup> February 2014 at 1 Ridgway Surgery

**Attendees:** Denise Bartup, Chair (DB), Mary Wheeler, Treasurer (MW), Caroline Scannell, Practice Manager, Ridgeway Surgery (CS), Jane Collins, Practice Manager, Woodingdean Surgery (JC) Tracy Woodcock, Secretary (TW), Ruth Sennett (RS), Jennifer Peli (JP), Diana Meeten (DM), Sue Ward (SW), Sandy Johnstone (SJ), Jess Trundle (JT), Brian Parsons (BP), Alan Issler, B&H Libraries (AI), C Rooney, Practice Manager, Broadway Surgery (CR) Margaret Felton, Guest Speaker (MF),

**Apologies:** Mike Randall (Chair), Elaine Stevenson, Monica Church, Dianne and Keith Scholfield, Kayleigh Bartup, Liz Stead, Mon Church, Denise Brown, Samantha Forder, Esme Palmer, Dr Baker, Maureen Doo

### PPG Business

1. DB welcomed all members to the meeting and apologies were noted
2. Minutes from previous meeting were verified and agreed.
3. Treasurers report: Mary circulated a recent bank statement and reported that PPG funds total £1,203.48 with a further £27 from book sales to be banked. Mary shared ideas from Bournemouth PPG following a recent visit. They raise monies from sales of tea, coffee and cakes as well as bric-a-brac and these may be things the Woodingdean PPG might like to consider for future fundraising.

### Guest speaker

4. Margaret Felton, Health Promotion Specialist with the Cancer Prevention and Early Detection Team at the Sussex Community Health NHS Trust was guest speaker at the meeting. Margaret gave an informative and interesting talk about breast, cervical and bowel cancer screening programmes. There was some lively discussion about reasons for not attending screening. Margaret also circulated key information about the different types of screening. A copy of the literature circulated for each type of screening was shared with attendees and are also available at each of the Surgeries.

### Updates/Activities

5. DB updated the group about recent Network Meetings including a request on behalf of several PPGs that the Care Quality Commission (CQC) give more notice of GP audits. DB showed the group a form that can be used to raise questions or 'soap box' issues to the local CCG and advised that forms will be made available at future meetings and TW offered to circulate form with the minutes of the meeting. The next Network meeting is the 3rd April 2014 then 4th July 2014. Any requests for 'soap box' items can be emailed to DB in advance of the April meeting and forms will be available at the next PPG meeting for any issues to be put forward at the July meeting. **Action point 1:** TW to bring copies of the form to next PPG meeting.
6. DB confirmed the May Fair is Saturday 17<sup>th</sup> May 2014 and asked for more volunteers to help run the PPG stall to ensure existing volunteers can have a break during the day. There was some discussion about the banner for the May Fair Stall and lessons learnt from last year's event. It was agreed to redesign the banner to be more effective with less text, perhaps just name and surgery email addresses, with a black & white colour scheme. **Action point 2:** MW will produce a new banner.
7. DB advised that the Sussex Community Foundation SCF agreed to a postponement of their sponsored event but wish to be updated regularly on our progress. DB proposed that the 'new build' subcommittee should also form the 'men's health event' subcommittee with the addition of some 'men'. SJ kindly volunteered, and DB volunteered MR in his absence. DB requested member volunteers from the Ridgeway surgery to join the sub-committee. DB advised that subcommittee members should discuss the planned event during April with a view to linking activities with the Woodingdean Carnival (usually the last Saturday in June but confirmation

pending). If agreed by the subcommittee then event planning will need to begin soon. CS advised that the survey of Ridgeway surgery patients had been completed but no new ideas were generated. DB & JC agreed to fix a date for the next sub-committee after the PPG meeting which they did and the next meeting would be held on 3rd April 2014 at 6.00pm with the venue to be confirmed. **Action point 3:** JC/DB to arrange new build/events sub-committee meeting.

8. DB briefly mentioned reports from Kings Fund & Royal Society for Public Health which might be of interest. The links to the full reports can be found on line:

<http://www.rsph.org.uk/en/about-us/latest-news/press-releases/press-release1.cfm/pid/7FF924DD-F16E-4F10-A12080B7FB928207>

<http://www.kingsfund.org.uk/publications/patient-centred-leadership>

<http://www.kingsfund.org.uk/projects/patient-and-family-centred-care>

9. RS provided an update on the Winter Warmers reminiscence group meeting that she was invited to attend by Millie Oliver, the group leader. Ruth was given a warm welcome and allowed to take part in the session, in which the group used a time line to share their personal reminiscences. The Winter Warmers would like to further share some of their memories with the wider community and to this end have received funding to buy equipment to make a film. They are happy that they can record the reminiscences but they are in need of technical advice and help for the editing of the film.

There was some discussion about options for equipment to purchase or perhaps borrow from the new library. It was also suggested that the Brighton Film School or local college students might be interested in a project to produce the film with the group and SW offered to pass on some contact details. **Action Point 4.** RS will explore options and report back to the next Winter Warmers meeting.

10. DB advised that she has registered the Woodingdean PPG on the 'TTS LOCAL ACTUAL' charity information website which can be found at [www.thefedonline.org.uk/services/out-and-about/its-local-actually](http://www.thefedonline.org.uk/services/out-and-about/its-local-actually)
11. DB updated the group on recent experience with Portslade pop up clinic. There was some discussion about lack of advertising of this service resulting in continued pressure at the Brighton A&E department. **Action point 5:** DB will raise this issue at the next Network meeting.

### Woodingdean Surgery Business

12. JC reported that the surgery's Care Quality Commission (CQC) Inspection was conducted on the 5<sup>th</sup> February 2014. To see the results and the report published 4<sup>th</sup> March follow this link and select 'full details' <http://www.cqc.org.uk/directory/1-199736562>. JC asked the minutes to convey thanks to Mary Wheeler and Mike Randall for their active participation in the inspection process.
13. JC reported that the new surgery will be known as Woodingdean Medical Centre. The surgery move is scheduled to take place over Easter weekend (18<sup>th</sup> – 21<sup>st</sup> April) with the new centre opening on Tuesday 22<sup>nd</sup> April 2014. An 'official' opening will also take place but is yet to be scheduled.
14. JC reported issues with the current website and not all functionality will be restored however the website will be renamed to reflect the new centre name. DB noted that although the web site still allows patients to request appointments and repeat prescription requests, none of them are being picked up by the surgery, and are unlikely to be for the foreseeable future.
15. JC reported that a meeting had been held on 12<sup>th</sup> Feb 2014 to discuss plans for the outside space at the new centre using dementia funding. JC also shared the disappointing news that many of the plans for the outside space cannot be executed as the original planning application included specific plans which must be adhered to. Plans for the outside space and planting are therefore being revised. Denise suggested possible collaboration with Woodingdean

Horticultural Society might be helpful for planting of the outside spaces and member DM agreed that would be a possibility as she is also a member of that Society. **Action point 6:** suggestions will be taken to next sub-committee meeting to be agreed after this meeting.

16. AI advised that the new Library at the Medical Centre aims to have a good collection of books and may have computer tablets available for use. AI also reported plans to run a competition for schools during May 2014 including a memory book promotion.
17. DB shared proposed wording for the new information screen donation plaque and two options for the style. The group agreed the wording as proposed and it was decided to opt for the cheaper plaque. **Action point 7:** DB to purchase plaque.
18. JC reminded members about the training available to PPG members on 5th & 10th March 2014. (Details were emailed to all Woodingdean PPG members by TW on 27<sup>th</sup> Feb 14)

### **Ridgeway Surgery Business**

19. CS also reported issues with the Ridgeway Surgery website.
20. CS advised that books sales have slowed significantly however there is a donation box in place with posters to attract attention.
21. CS shared details of a 'bank scam' that is currently operating in the Ovingdean area and others at the meeting reported similar stories from Brighton. The scammers pretend to be calling from the recipient's bank and eventually con them into handing over bank cards and pins in order to take money from their account. This scam involves inviting the recipient to call the bank back but by keeping the line open any outbound call attempts simply connect the recipient back to the scammers. RS suggested if anyone is worried their line may be compromised it is a good idea to call a friend first to test. MW suggested using a separate phone line as well to minimise risk.

### **Other items requested at last meeting**

22. CS advised that one or two recent positive comments via NHS Choices website helped to improve surgery scores. The NHS Choices website has an online feedback form for patients to leave their comments & rate the surgery performance. The ratings are used to give an overall score and ratings can vary significantly when very few patients are submitting feedback. The PPG has therefore been asked to encourage patients to post their feedback to more accurately reflect their views on the Surgery's current performance. This message will also be communicated via the May Fair stall. **Action point 8:** May Fair sub-committee will promote the request for feedback via the stall.
23. At the last meeting DB proposed a discussion about using email for communication with patients but on reflection proposed the more appropriate forum to debate this would be the next CCG meeting. **Action point 9:** DB will raise use of email to communicate with patients to the next CCG meeting.
24. DB advised the PPG members that the next PPG Conference will be held on 30<sup>th</sup> April 2014.
25. DB shared another request from Dee Simpson for a possible Dementia Café initiative with the Java Café but stated that a volunteer would be required from the PPG if the group is to be involved. **Action point 10:** May Fair sub-committee may wish to use the stall as a way of informally gauging response to this proposal for future consideration.

**Next meeting** date is 21<sup>st</sup> May 2014 from 6:30 – 8pm at the new Woodingdean Medical Centre