

Woodingdean Surgery – Patient Participation Group
Third Meeting Minutes
30th January 2012
18.30 – 19.45

Attendees

Dr Janet Wilson, Jane Collins (Practice Manager), Tina Pither (Practice Nurse), Tracey Martin (Receptionist), Wendy Palmer (Reception Manager), Mike Randall (Chair) Denise Bartup (Secretary) Linda Paddock, (Fundraiser), Verena Smith, Mary Wheeler (Fundraiser), Liz Stead, (Fundraiser) Simon Statham, Maureen Doo, Diana Meeten and Bernice Cumming.

Apologies

Kenneth Mills
Sam Forder
Cathy Shutt

Content

Jane opened the meeting and welcomed everyone and asked if the minutes of the previous meeting were correct, all agreed, however it was queried, that under AOB of the last meeting Mary Wheeler, Linda Paddock and Liz Stead had been confirmed as joint treasurers and fundraisers. It was noted and confirmed that at this stage those nominated are to act as joint fundraisers only. Mary Wheeler has taken on the role of Treasurer. The meeting was then handed over to Mike Randall as Chairman to proceed.

- **Group Business** - The terms of reference (TOR) were discussed; Mike had already had feedback from group members specifying the various parts of the TOR that they felt needed alteration. It was felt that some of the wording might cause confusion to some and some were not particularly easy to understand. Mike pointed out some of the pitfalls surrounding the legal requirements for the TOR wording. The group requested clarity on three points of the TOR under the heading *Practice*, the first being,
- *‘Help develop training programme for those involved in public engagement, led predominantly by the GP Commissioning Support Unit’.* The group was unsure whether this training was for the ‘Patients’ or just PPG members. Jane explained that these training programmes would be open to either and that they were there to assist the group and those likely to become involved in public engagement. The second point requiring clarity was,
- *‘Undertake and analyse key issues for an annual local survey that will be published with the findings and action plans for improvements. The methodology for this shall*

be shared and agreed with patients'. Jane explained that this referred to sharing the findings of patient surveys and publishing the results and feedback etc. It was felt that with the new web site going live, publishing the results would become easier. The point was raised that there were access issues for some patients and it was suggested that at some point in the future members of the group could be responsible for arranging a survey of patients, to include those who maybe do not attend the surgery on a regular basis or who are more isolated within the community. The third and final point of the TOR that required more clarity was under the heading, *Patients*,

- *Using the wider Public engagement structure to escalate issues that are not resolved locally*. Mike was unhappy with the word 'escalate' and it was agreed that this should be amended to read 'promote' instead. Jane and Mike agreed to meet and work together at some point in the future to tidy up the various wordings and amend the TOR accordingly.
- **Frequency of meetings** – The group agreed that as we have already met on three occasions since inception that the annual number of meetings should total six. It was suggested that at least one of these should be arranged for a lunch time to give other patients the opportunity to attend a PPG meeting, and to reach as many members of the community as possible. It was pointed out that due to surgery opening times this could prove difficult but not impossible and that the meeting agenda should be adhered to as strictly as possible to prevent the meeting running over time.
- **Quorum** – It was agreed that for the PPG to conduct its business correctly the minimum number that should be present should be 2 officers and 4 members.
- **Annual Review arrangements** – It was agreed that the annual review meeting should be on the anniversary of the groups first meeting, i.e. September annually. It was also agreed that one of the six meetings should be the groups AGM. It was agreed that this should be held after the annual review meeting, so sometime in Oct/Nov. It was also suggested that this meeting be held in a larger venue, possibly the community centre and could include an invited speaker. Jane pointed out that this meeting would probably be taken up mainly with updates regarding the new building and the surgery moving to the new community site, in Warren Road. (Still at the planning stage at the moment).
- **Work Plan.** - Some of the group thought it would be a good idea for the PPG to have a table at the Woodingdean Community Association AGM to be held in the week leading up to the 12th May 2012. Mike said he would follow this up and arrange the booking of the groups place. Jane told the group that there is a combined meeting with the surgery, libraries and planners being arranged for sometime in February, to discuss the new building. Mike suggested that he speak to some of the local artists, to see if he could secure some new artwork for the new doctors surgery. It was raised at this point that the group mustn't fall into the trap of ignoring those patients that are not

geographically living in Woodingdean. We must consider the wider population of Rottingdean and Ovingdean. This was noted. It was also mentioned that it is the groups responsibility to find means of ensuring that members of the community that maybe do not attend these other meetings, i.e. the housebound, minority groups, the elderly and the younger members of the community, be kept informed of and updated, along with being made aware of some of the services that may be open to them. Mike suggested the group might like to look to organizing hospital visits for those patients who may have to go into hospital and would have no one to visit them. This was then progressed to a possible 'Buddy' system for when patients return home after a stay in hospital. Dr Wilson pointed out that there could be issues with Police checks and their cost and suggested we contact 'Age Concern' to see if they could advise us how to proceed. Denise suggested that maybe we shouldn't try to do too many things and that the various ideas suggested by the various members should be put to the vote and one or two schemes taken forward. This is to be decided at the next meeting.

- **Patient Survey Results.** – Jane explained the findings of the recent in house patient survey. It was noted that regarding the more modern form of self-check in at the reception desk, many patients were unsure whether they would be in favour. Obviously within the confines of the present building this would be inoperable but a new self-check in system is planned for the new building. Mary Wheeler pointed out that having had personal experience of this type of system she felt it was a marvelous idea and that it would free up the reception staff a great deal, and also prevent much of the queuing that takes place at peak times. It was suggested that possibly there was a fear of touch screens, and the likely spread of germs but Dr Wilson pointed out that there would be ample opportunity to use the sanitizing gels before and after use of the screens to prevent this. Jane felt it would be a good idea for PPG members to be available in the surgery when the new systems begin to help any patients who may have difficulty using the new systems, and to allay any fears. It was asked "what was the current situation regarding online repeat prescriptions and also online appointment bookings.?" Jane explained that the new web site has only just gone live at www.woodingdeansurgery.co.uk, it is hoped that over the coming few months there will be a link available for both appointments and repeat prescriptions, it was just a case of going to the site and checking. Wendy mentioned that one of the main issues with this system is that patients rarely give up-to-date emails or mobile phone numbers (texting to mobiles was mentioned as a means of possibly contacting the younger generation) and it was suggested that group members could arrange a flyer and be on site to ask patients to opt in to an email/text system and gather the correct information subject to the usual permissions being given, thus freeing up the reception staff. It is also hoped that the website will in time allow patients to register their emails and mobiles there too.
- **Mission Statement** – it was agreed that the groups mission statement should read as follows: **'The Patient Participation Group at Woodingdean Surgery is a**

group of patients working with the local community to contribute and provide support to the GP Practice'

- Our Aims: Actively help to improve communication with patients, the practice and the wider health community for a better patient experience.

- **News from the Practice** – Wendy Palmer (Reception Manager) introduced the new appointments system that is being trialed at the surgery. Everyone attending was given an A4 sheet explaining how the new system works. Wendy also said some of the surgery opening times had been altered slightly to allow for ease of calling to book one of the new appointments. Also Dr Wilson is starting her afternoon surgery earlier on some days. The feedback at this early stage from both Wendy and those of the PPG who had used the new system was very positive. An update will be given at the next meeting. Jane then went on to explain 'City Camp 2- Ideas for Health and Wellbeing'. Everyone attending was handed information about the scheme, which is to run from the 2nd – 4th March 2012. It is hoped that some of the group members may be able to attend at least one of the events with a view to possibly securing some funding or resources for the group. There is to be a 'City Camp Induction' on the 9th February 2012 from 4-6pm to explain what the organization can do for the group. Mike Randall is hoping to attend this meeting. Jane then mentioned the current surgery Newsletter and everyone was given a copy. Denise suggested the PPG could possibly produce its own flyer similar to other PPG's. She asked that everyone have a look at the one produced by the St Lawrence Surgery in Worthing at www.stlawrencesurgery.com and offer suggestions for ours at the next meeting. Finally Mary and the other fundraisers were asked to consider fund raising for an item the surgery felt could be of the greatest use to patients at the present time. It was suggested they research details or an automatic blood pressure machine.

- **Items for the next agenda** –
 - **Terms of Reference final draft**
 - **Review ideas from third meeting**
 - **Voting on work plan ideas, feedback from Age Concern and whether a Buddy system is workable.**
 - **Ideas for next Newsletter**
 - **PPG draft Leaflet/flyer and a possible Logo**
 - **Fundraising ideas towards automatic blood pressure machine.**
 - **Update on new appointments system**

Meeting closed at 19.45

Date of next meeting 8th March 2012 @ 1.30pm @ Woodingdean Surgery