

WOODINGDEAN SURGERY – PATIENT PARTICIPATION GROUP
MINUTES OF MEETING HELD on Wednesday 15th January 2014 at 1 Ridgway Surgery

Attendees: Denise Bartup (DB), Esme Palmer (EP) Peter Spence (PS), Ella Spence (ES) Bridget DuBeau (BD) Mike Randall, Chair (MR), Mary Wheeler, Treasurer (MW) Jennifer Peli (JP), Denise Brown (DBr) Dianne Scholfield (DS), Keith Scholfield (KS), Caroline Scannell, Practice Manager, Ridgeway Surgery at 130 Ridgway (CS) Tracy Woodcock, Secretary (TW) Monica Church (MC) Ruth Sennett (RS), Wendy Palmer (WP), Maureen Doo (MD), Jane Collins, Practice Manager, Woodingdean Surgery at 1 Ridgway (**JC**)

Apologies: Kayleigh Barton, Sue Dillaway (Practice Nurse), Bernice Cummins, Mary Williams

PPG Business

1. MR welcomed all members to the meeting.
2. Minutes from previous meeting were verified and agreed.
3. The PPG thanked Denise for her tireless work as Secretary and JC presented a token of appreciation on behalf of the group.
4. TW was voted into the position of Secretary.
5. MW circulated the Friends of Woodingdean account for the Treasurers Report totalling £704. The bank account also held additional funds not yet reconciled. DB confirmed two awards from applications including £432 from Woodingdean Community and £500 Sussex Community Foundation reported below. **Action point 1:** DB and MW to reconcile the funding awards with the accounts.
6. It was noted that surgery funds raised can be kept separate from PPG funds or combined as required. **Action Point 2:** Decisions on how to split funds to be discussed at next PPG meeting.
7. JC proposed future PPG meetings be partly split to allow surgeries to discuss Practice business separately in detail. Members agreed to stay as one group on various grounds including PPG size, effectiveness, representation at other groups such as the CCG, value of information sharing and reduced administrative burden. It was agreed that specific Practice issues can also be discussed at the end of the PPG or as sub-committees. **Action Point 3:** TW to include surgery specific meetings at the end of future PPG meetings on request.
8. MR asked for suggestions on keeping to time. DB suggested the Chair could intervene if individual speakers were running over time and MR agreed.

Updates/Activities

9. MR outlined Network meeting structure, links with Healthwatch, CCGs, a recent screening presentation by Margaret Felton and ‘soap box’ sessions where individuals can raise issues. MR invited interested PPG members to attend the next meeting on 29th January from 2pm – 4:30pm as a space is available.
10. MR reported two ‘pop up’ surgeries operating over recent months in Brighton and Portslade has been shown to relieve pressure on A&E so when the trial ends in March 2014 it may be extended to 6 additional centres.
11. DB reported that the Woodingdean Community Association award of £432 is for new build and includes a stall at the May Fair on either 10th/11th May 2014. Volunteers are requested for the stall and to join a sub-committee to agree allocation of funds and layout of key patient areas at the new centre. DBr volunteered to join the sub-committee and assist with the stall. **Action Point 4:** JC will schedule the sub-committee meeting. **Action Point 5:** DB will confirm date and liaise with DBr to organise the stall.
12. DB advised the Sussex Community Foundation £500 award is for a Health Event with details to be agreed though the awarding body has imposed conditions and deadlines. It was suggested the

event needs to be at a venue away from the surgeries to increase attendance and should involve all patients. One option is for a Men's' Health event based on feedback to a patient poll at the Woodingdean Surgery. Before deciding on the details it was agreed that the Ridgeway Surgery patients' views should be sought. **Action Point 6:** CS will create a tick sheet to collect Ridgeway Surgery patient preferences to include several options and feedback results. **Action Point 7:** DB will report back a further delay to the funding body to allow Ridgeway Surgery patients to be included and further delay to opening of the new surgery.

13. DB confirmed the PCaSO (Prostrate Charity) PSA screening and testing event is on Saturday 22nd March 2014, 10am – 4pm for men over 50. Tests are by appointment only and can be booked direct with Roger Bacon on 01903 775783. DB also asked for volunteers to help at the event. **Action Point 8:** TW to circulate details with minutes.
14. DB reported that Woodingdean Winter Warmers have a fund for local activities but need volunteers to help with administration and organisation of events. There was some discussion about the type of activity this might involve including reminiscence events. RS expressed an interest in volunteering. **Action Point 9:** DB and RS to discuss.
15. DB suggested a Dementia Café in Woodingdean perhaps in co-operation with the Java Cafe. JC suggested the Dean Wood Cafe might also be an option.
16. DB will attend the next TDC Pilot meeting for a dementia study but is unable to attend future meetings so asked for other volunteers. DB also suggested that the pilot study 'Questions for Focus Groups' could be distributed with minutes for individuals to feedback direct. **Action Point 10:** TW to distribute questions and contact details with minutes.
17. JC provided an Urgent Care Campaign update on behalf of Dr Beesley reporting that weekend walk in clinics to reduce A&E attendance have been successful.

Practice Business

18. JC provided an update on Woodingdean Surgery business including sale of books. MR reported he still has books to restock shelves and can arrange to collect more if people have any to donate.
19. JC and MR updated PPG on recent visit to new centre and progress. JC advised that just over £8k of Dementia funding is available to support new build. JC circulated details of the Chelsea Fringe Brighton event and there was some discussion of colour schemes, outside seating, natural meadow and involving local community in plans and maintenance of spaces e.g. Longhill School to help execute some of the plans and interest from a local landscape designer. As noted in Action Point 4, JC will email sub-committee dates to volunteers. **Action Point 11:** TW to circulate a copy of the Chelsea Fringe Brighton event details with minutes
20. JC raised concerns about NHS website feedback comments and effect on scores. CS advised that scores are greatly improved by recent feedback following her request at the last PPG meeting. Both surgeries would welcome constructive feedback via the NHS website. **Action Point 12:** Next agenda to include discussion of NHS web feedback and TW to circulate website links to PPG members (below)

Woodingdean Surgery: <http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36394>
Ridgeway Surgery: <http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=35738>

21. JC reported on PPG Woodingdean surgery patient survey results which were circulated to PPG members from the same surgery prior to the meeting. The PPG led questions were covered and indicated that 88/130 respondents are not aware of the PPG but a higher proportion are aware of the new build. This led to discussion of options for raising awareness including use of banners outside the new build site such as "Woodingdean Patient Participation Group needs you" with contact details. DB suggested that future surveys may benefit from being promoted via the PPG Facebook page and using Survey Monkey. 107/130 patients were in favour of Saturday morning surgeries but 57/130 said not at the loss of daytime clinics which led to some discussion about whether the question and responses might vary depending on which clinics were lost. **Action**

- Point 13:** TW to distribute Woodingdean Surgery results to Ridgeway Surgery PPG members for information. **Action Point 14:** New build sub-Committee to consider options for PPG signage on hoardings. Additional note for minutes from JC: We did discuss a lot of comments with regard to access and I mentioned that we were going over to the Dr First Appointment system in the next few months. We are hoping that this will help with access and also urgent care etc
22. The PPG was advised that a leaflet about Summary Care Data is being distributed by the NHS to patients soon and will include information about the scheme as well as how to opt out.
 23. JC reported difficulties with the Woodingdean Surgery website and clinical service functions since they moved onto a new system. Several PPG members shared recent experiences of problems. Both JC and CS reported delays in fixing websites as a result of the web programmer being absent due to illness. DB stated that this reinforces the need for a method of alerting patients of problems by email and requested this be discussed at a future meeting. **Action Point 15:** TW to include patient email communication on next agenda.
 24. CS reported the Ridgeway Surgery website is now live and future updates will include links to PPG information and newsletters perhaps using links to the PPG pages on the Woodingdean Surgery site to avoid duplication of effort. TW commented the website looks very professional and helpful. <http://ridgewaysurgery.com/html/index.shtml> **Action Point 16:** CS to investigate whether links can be added now or when programmer support is available.
 25. CS reported that the Ridgeway Surgery book sales had raised £71.50 to date. A bookshelf is in the entrance lobby with Lions swing bins for unwanted glasses and hearing aids to be collected and recycled, "message in a bottle" information is also available and the fish tank has been removed. Several members commented on the "message in a bottle" being a very helpful for emergency teams called to the homes of elderly or vulnerable patients. DB offered a flat screen TV to the Ridgeway Surgery but CS & Surgery members in attendance declined offer due to space limitations. **Action Point 17:** DB proposed the screen be sold and proceeds used for something else and CS suggested the surgery would benefit from a blood pressure machine.

Any Other Business

26. DB reminded the group that Healthwatch are recruiting for volunteers and have changed their address as reported in their last newsletter.
27. JC and CS updated the PPG on expectations that Quality Care Commission will take place for both surgeries but dates are unknown. Surgeries would find it helpful if PPG members could be interviewed as part of that process. Additional notes from JC: CQC (Care Quality Commission) these inspectors visit the surgeries only giving 48-hours' notice. Mike Randall, Denise Bartup, Mary Wheeler and Denise Brown stated that they would be happy to attend an interview if they were asked to do so by the CQC for Woodingdean Surgery. **Action Point 18:** Practice Managers to put forward members' names with their agreement.
28. Ideas for the next Newsletter are invited by TW, please email to tracydwoodcock@gmail.com

Next meeting date is **Thursday 27th February 2014, 6:30 – 8pm** at Woodingdean Surgery, 1 Ridgway
Action Point 19: TW will confirm guest speaker Margaret Felton (MF) from Cancer Screening & Early Detection and note apologies from Monica Church, Dianne and Keith Scholfield.