

Woodingdean Surgery – Patient Participation Group
Twelfth Meeting Minutes
20th June 2013
6.30pm – 8.00pm

Attending

Jane Collins Practice Manager (**JC**), Denise Bartup, PPG Secretary (**DB**), Mike Randall, PPG Chair, (**MR**), Mary Wheeler, PPG Treasurer (**MW**), Jennifer Peli (**JP**), Jess Trundle (**JT**), Sandy Johnstone (**SJ**), Ruby Beaumont (**RB**), Liz Stead (**LS**)

Apologies

Kayleigh Bartup, Berenice Cummings, Ken Mills, Ruth Sennett, Nicci (Practice Nurse, Baker/Fahmy Surgery, 130 The Ridgway).

Content

Mike opened the meeting and welcomed everyone.

The minutes of the last meeting were verified and agreed.

Mike then took up working through tonight's agenda.

- **Group Business** –
- **PPG Bank Account Update and Fundraising**
- Mary began by handing round a copy of the group's accounts for everyone. The current balance is £557.53.

Mary also mentioned that as a Medical Rep she often visits other Practice Surgeries in the

area and in some, the PPG's are using large book cases to better promote the sale of the

second hand books etc. She suggested we look into the possibilities of doing the same

rather than using the filing cabinets we use at the moment. We all agreed that the books

are currently less visible than we would like and a book shelf or book shelves would be a

better option. However there are issues around where to put it as in the existing waiting

room would mean losing precious seating. Wall shelves would mean leaning across

patients to gain access etc. We all agreed that a book shelf was definitely a must for the

new surgery, and it should include a screwed down collection box for the money on the top. In the meantime Jane is going to talk to the surgery staff to see if there is any option for a bookcase in the existing waiting room.

. Health Event Feedback to the Group

Denise explained to those not actually at the recent event how the day went and relayed some of the highlights, not least the 'food demonstration' which was really well received, the 'stop smoking' talk, which was extremely informative and Jane talked about her friend Lesley who gave a 'patient's perspective' talk about living with insulin dependent diabetes.

There was some really positive feedback received from the organisations and groups that

attended on the day as well as from the CCG who feel our PPG is a shining example of what a successful PPG can be. There was a lot of positive networking on the day and we have several speakers lined up for future meetings as a result. Jane then read a letter she had received from Mrs. Sara Smith, a patient who attended on the day, who had written to say how informative and well organised she thought the day was. JC asked DB to send an

acknowledgement on her behalf. Finally Denise said she was already making plans to

apply for funding for another similar event in the future. Sandy said we should take what

we have learnt from this event and work any new event to a similar formula.

Mike suggested the event highlighted the need to spread the word about the PPG movement and make patients more aware of what we are trying to achieve. Mike mentioned that he is booked to give talks about the PPG to both the Holy Cross Church

and also the Tennants and Residents association.

Jane also added that events such as this were highly valued as an important way of

educating and informing patients and enabling them to take more responsibility for their

own health care, and it is hoped that in the future eventually this will relieve some of the

pressures placed upon the A&E departments.

Work Plan. -

Network Meeting Update.

Mike and Denise attended the last Network meeting at the Brighthelm Centre on the 24th April 2013. Mike explained that this meeting had been better attended than the first Network meeting, although still not the numbers that could be possible, i.e. 2 representatives from each PPG, so possibly 94 people. However there was probably around 30 or so. Jane Lodge of the CCG chaired this particular meeting, but the hot topic during the meeting was the election of a

Network Group 'Chair Person'. There was much debate about who, and how this meeting should be chaired, i.e. should the Chair change after each meeting? After 6 months? After 12 months? Should they be a novice, or have done this type of thing before? Mike said he felt the debate had become very political, as there was it seemed a lot of pent up anger from some of the members attending. We both felt that some members felt the Network meeting gave them a perfect opportunity to air what we felt were possibly 'personal agenda' issues, and not really suited to this type of meeting. Mike also said he had put himself forward for the job of Chair of the Network as he felt he had the right qualities to be able to carry out the job and give everyone a fair hearing. The next Network meeting is due in the next few weeks, date to be confirmed and both Mike and Denise are due to attend.

PLACE (Patient Led Assessments of the Care Environment)

Unfortunately Mike was unable to attend the information session at the RSCH as planned, but has emailed to ask that his interest in this scheme be noted. Denise explained that the RSCHospital is arranging the training that is available for PLACE and that this training coincides with an audit of the hospital due shortly. PLACE does not cover the GP or community care services, and relates solely to the Hospital and Hospice environments. Assessments take place annually and without the relevant training patient representatives will be unable to take part. Patient Reps will make up 50% of the assessment teams and the results will be reported publically. If anyone is interested in getting involved with PLACE please contact the hospital liaison service direct.

Roller Banner and I.D Badges.

Mike unfortunately didn't have the recently finished roller banner with him tonight, but it was used at the health education event and Mike has used it at a recent talk he has given. Jane asked that we consider having another one made but this time using a patients photo or similar, as the face of the PPG. Having seen some other group's roller banners we all agreed that the ones using less text and more images definitely had more impact. Jane also suggested that on any future banner there be provision made for the surgery web site address to be included. Denise also mentioned that it may be necessary to slightly tweak the groups name to read 'Friends of Woodingdean Surgeries' following the green light from the CCG to merge our PPG with the other Woodingdean surgery at 130 The Ridgway.

Facebook Group

Jane has been working with the CCG on improving patient engagement and helping support other practices to set up their PPG's. One of the things she has been working on has been social media and Facebook.

As far as our PPG goes Jane has arranged for social media training and would like members of the group to be involved with this from the very beginning. Initially she would like to see social media being used to reach our more isolated

patients and also patients with specialist health issues, chronic illnesses or conditions etc. Initially Jane feels there would be good use of a Facebook page or similar among the practice's expectant mums and the practice midwife is keen to get involved. Initially it is seen that this could be a good way for mums to form links with each other and for an information exchange. The CCG are making funding available for Social Media training and it was agreed that we should make use of this. We all agreed that Social Media is going to happen whether we like it or not, so we should at least be in at the beginning and keep abreast of what is happening.

Jane is also keen to set up an online 'Forum' to open up lines of communication amongst patients on particular subjects or topics. The topics will be set by the practice and monitored by the staff. As an example, Jane suggested the new 111 service might be used as a Forum topic to get feedback and opinions from patients etc. At the moment Jane is working with the same company that designed the surgery website. Using a professional organisation such as this will ensure that the practice is given good advice and guidance and for a small fee of £6 per month they can be guaranteed no spam or adverts linking to the forum etc. It's hoped eventually that the forum will be a joint project between the practice and a member or members of the PPG and eventually it is also hoped to roll this idea out to link with a similar forum run via the CCG. Mike asked that Jane make provision in the training to cover the potential pitfalls of this type of thing and also to consider how this will be policed in the future. Jane also felt that this type of training may well appeal to some of the younger members of our group and she also felt that Kirsty Carter our Student Volunteer might also like to get involved in setting this type of thing up.

Brighton and Hove Community Health Fund Application and PCaSo

Denise explained that she is just about to submit a new funding application to the Sussex Community Foundation on behalf of the group. She is basing the application on a similar basis to last time, i.e. to fund another community health event, but this time with a theme centered on 'Men's Health' and the associated issues. She went on to explain that this was mainly due to the fact that during the event on the 18th May, PCaSo the prostate cancer charity had approached her to ask if the group would be interested in hosting an event, covering the 'Deans' where they would be able to offer free PSA testing to men aged 50 and over. She explained that she has been working with PCaSo on evidence gathering and attending events etc. to be able to put forward a strong case detailing the need for such an event in this area. PCaSo have also offered to help with a lot of the event planning and organisation and are also willing to train the Practice Nurses to be able to offer PSA testing long after the hoped for event. If we are successful PCaSo will also provide both surgeries with their own Mediwatch Bioscan machine to enable them to be able to provide this service and any necessary

counselling long into the future, again reducing the need for an initial hospital visit.

Items for Surgery Summer Newsletter

Jane and Denise are just about to put the content together for the next Summer Newsletter and it is hoped this will be available in the next week or so. There has been a slight delay due to holidays etc. but it is expected soon. Denise plans to include a piece about the health event and hopes to include recipes in this edition taken from the food demonstration. Denise plans to link with the B'ton & Hove Food Partnership to continue to include healthy recipes from their library in future newsletters.

It is also hoped that at some point in the future the group may apply for funding to produce a 'healthy recipe' book that may include favourite recipes from group members and also the GP partners. As they say, 'watch this space'.

Woodingdean Surgeries PPG Merger

Unfortunately Nicci the Practice Nurse from the Dr Baker/ Fahmy Surgery, at 130 The Ridgway, couldn't be with us as she was held up at a 'Minor Op's clinic' in Mile Oak. It had been hoped to introduce her to the rest of the group and to explain that in a bid to help them to get their own PPG up and running it had been agreed that we would merge together for the foreseeable future. Jane Lodge at the CCG has been informed of the merger and is happy to support us as much as she can. The only proviso is, that they must have their own representation. Denise has been into the surgery at 130 the Ridgway and talked to the staff there and provided them with posters, flyers, leaflets and expression of interest joining forms. We discussed how to get better involvement from their patients and it was suggested that maybe over the coming weeks it might be an idea for one or two of the group to visit their surgery during surgery hours to talk to patients as we did during our PPG Week event. Initially it was decided that either Nicci or Caroline Scannell their Practice Manager, send out letters to a few patients who they feel would be most likely to want to join their PPG. We all agreed this is probably not the most democratic way of doing things but sometimes a personal approach works best. Denise said that other Practices had done similar things and that it had worked well. Jane is going to email Denise a draft letter that she will pass to Nicci and Caroline and take things from there. Denise and Mike have both agreed that if required they are happy to visit the surgery to talk to patients about the PPG. Denise has also agreed that from autumn onwards she is happy to provide them with their own newsletter.

- News from the Practice –
- Having updated us at various points on other topics during the meeting this evening Jane didn't have any thing to add under this heading, so Denise asked that we take this opportunity to reflect on the value of our Student Volunteer, Kirsty Carter, who had worked tirelessly to help organise the health event and even taken time off from her paid employment to join us on the day! Jane added

that she hoped Kirsty would be able to work with us in the future, explaining that in order to meet the student volunteer criteria the practice had to give specific topics and issues for the student in question to work on rather than just offering hours in the surgery. Denise added that having recently attended another event at Sussex University as a patient representative, working with Debbie Hatfield, who had suggested the student volunteer scheme to her originally, it was agreed that this was most definitely something that could and should be rolled out to other practices and PPG's.

- New Build:
- Jane told the group that she attended a site meeting this week and that things were progressing well. Demolishing the old site begins in earnest next Tuesday and following that it is expected that the footings should be completed within the next two to three months. The developers have given Jane a completion date of the 24th February 2014! And that's a moving in date, not just the date for the end of the build!
- Unfortunately Jane added that during the recent high winds and stormy weather some of the hoardings blew down and unfortunately a young 7-year-old girl was badly injured on the site. She suffered a broken finger and injury to her head. Fortunately a car in the car park took the brunt of the falling hoarding and prevented her being even more badly injured. Health and Safety were called to the site of course and reports made etc. The site has since been re secured and as far as we are aware there are no outstanding H&S issues.
- **And Finally! (And no Mike this isn't AOB! It's a figment of your imagination! Sorry)**
- Donations of good quality CD's and DVD's required please!! . If you have any suitable CD's or DVD's that you no longer use or need then please drop them off at the surgery or contact one of the members to arrange collection. We have been selling a few and it seems to be quite successful. Obviously with regards to DVD's please ensure their content is suitable to be on display in the surgery before donating them!

Items for the next agenda –

- Treasurers Report
- Steering Group Meeting Update.
- Network Meeting Update
- Funding Application Update
- Items for Autumn Newsletter. Discuss ways to obtain better coverage of the Newsletter amongst patients not attending the surgery.
- Update from 130 The Ridgway Surgery and Patient Representation.
- News from the practice – new build

Meeting closed at 8.15pm

Date of next meeting TBC, Denise asked that the dates be set for the next two meetings to enable her to arrange options for two speakers to attend on different occasions. Jane is going to liaise with Wendy Palmer and confirm the dates. They are likely to be at the beginning of September and then mid October. Notification to follow shortly.