

Woodingdean Surgery – Patient Participation Group
Fourth Meeting Minutes
8th March 2012
1.30pm -2.30pm

Attendees

Jane Collins (Practice Manager), Linda Paddock, Denise Bartup, Ken Mills, Mike Randall, Maureen Doo, Wendy Palmer (Reception Manager), Sandy Johnston, Yvonne Jones, Dr P. Sagar, Dr D Emilianus, Liz Stead.

Apologies

Sam Forder, Mary Wheeler, Verena Smith, Tina Pither (Practice Nurse), Bernice Cumming,

Content

Jane opened the meeting and welcomed everyone and asked if the minutes of the previous meeting were correct, all agreed that they were indeed in order and so the meeting was then handed over to Mike Randall as Chairman to proceed.

- **Group Business** –
- The terms of reference (TOR) Final Draft:
Mike explained that unfortunately due to some unforeseen personal circumstances he had been unable to work with Jane on finalizing the TOR final draft. This item was therefore deferred to the next meeting.
- Fundraising ideas, (Automatic Blood Pressure Machine):
The group again discussed some ideas for raising enough funds to purchase an auto BP machine for the waiting room at the surgery. Dr Sagar gave clarification on the types of blood pressure machines that were available and pointed out that there was funding already available from the PCT for the type of BP machine that is worn by patients over a 24 hour period, steps had already been taken by Chris at the surgery to try to secure funding for this type of BP machine. We then discussed the ‘free standing’ type of BP machine that the group felt would be a good idea for the waiting room that would be available for patients to use during normal surgery hours. However Dr Sagar questioned the accuracy of this type of machine and also whether having two versions would be necessary. Other members raised the fact that this type of machine may well lead to confusion for patients following a self-diagnosis in the waiting room and thus create more work for the Doctors. Dr Emilianus suggested that we invite a ‘Public Health Doctor’ to the surgery to make an assessment of what they felt would most benefit the patients and the practice, before making a final decision on how to proceed.

Jane confirmed that we as a group begin fundraising with immediate effect. The fundraisers are keen to get the ball rolling and Jane confirmed that there will be a small amount of money made available to the group to help with printing and promotional costs. Jane suggested we start with a second hand book sale, to run as a permanent feature within the existing patient waiting area, either on the wooden bookshelf that already exists or by making use of the space above the filing cabinets. Wendy pointed out that although the reception staff would be happy to be responsible for collection of any money they would not want to have to be responsible for continually tidying the book area. The fundraisers plan to share responsibility between them for the display and maintenance of the book sale area. It was decided that we should ask for a donation of £1 for hardbacks and 50p for paperbacks. Denise is to organize a poster for this area and Mary Wheeler as treasurer will at some point in the future arrange for the group to have an independent bank account for banking of any monies collected.

In addition to the book sale other suggestions were put forward for consideration, including arranging a coffee morning and Wendy mentioned the possibility of a Practice Recipe Booklet, featuring favourite recipes from the Doctors and staff. Dr Emilianus suggested we look into asking local charities to come on board to help with funding and it was also suggested that we look to local businesses for sponsorship, in particular the Co-op pharmacy, who we hope will in the next few weeks agree to take our group flyers and display our poster.

It was also mentioned at this point that we should take care not to place too much emphasis on 'donations' and 'fundraising' in case it was seen by some patients as being our main occupation, which in turn may prevent some patients from joining the group for fear of being constantly bombarded with requests for money. It was also felt that some may actually misconstrue the fundraising as them being asked to fund the new surgery or even prop up the NHS, by paying for their own healthcare. Denise pointed out that within the new group leaflet it was clearly stated that the group would not fund any item that would not otherwise be available through the usual NHS streams.

- **Work Plan.** -

Review ideas from the third meeting:

The 'Patient Buddy System' was raised again at this point, and we discussed whether this would be an option for the group. It had been left open at the last meeting with no definitive plan in place but we had hoped to have input from 'Age Concern' to see if this type of scheme already existed within the community etc. As the discussion progressed the general feeling was that this idea may at this early stage be somewhat ambitious and once again it was felt that the independent assessment, once completed, may well give a clearer idea of what was actually preferred by the patients/community and service users before making a decision. Mike asked if there had been any news regarding the governing board that oversees each consortium of GP practices and whether there had been any confirmed names

of lay board members as yet? Dr Emilianus confirmed that nothing had been finalized and that the deadline for this was not until April 2013. Dr Emilianus advised that he would keep the group updated on this.

Jane raised the group's attention to the availability of 'notice board' space to promote the work of the PPG. Denise is to arrange a poster for this area and Mike felt it would be good at this stage to ask patients for their views and suggestions for the new surgery building. Mike is arranging for a poster with tear off tags or suggestion slips for patients to use to have their say, and to make some suggestions for things they might like to see when the new waiting room is designed within the new building.

Jane then brought to the group's attention a full colour flyer that is being posted to residents regarding the proposed new development in the Warren Road, as issued by Bton & Hove Council. It gives details of the public meetings that are being held on Tuesday 13th March 2012 6-8pm and Wednesday 14th March 3-5pm at Woodingdean Library. Jane asked that if possible as many of the group try to attend one or other of these meetings. Mike confirmed his attendance, as did one or two other group members. Mike asked that some copies of the PPG leaflet be made available for these meetings. Denise is to arrange this.

- PPG draft leaflet:

Overall the group felt that the draft flyer or leaflet designed by Denise was very good. Everyone was happy with the choice of Logo etc. and the colours chosen. There was one amendment to the wording regarding the group's AGM, and it was felt the leaflet should contain a link to the surgery website. Denise raised the issue of giving her personal phone number and email address as a point of contact and the disadvantages of this, and it was decided that Denise should set up a separate email address. This will be a Hotmail address, namely dbartup@hotmail.co.uk. As far as a contact telephone number goes, the reception staff confirmed that they are happy to field any calls in relation to the PPG and point people in the right direction so for the time being the printed phone number will be that of the surgery. It was also decided that the reception staff will take responsibility for printing the leaflet and a few will be made available for patients to take away with them. There was also a point raised that with the opening of the new surgery the group may wish at some point in the future to change its name from 'The Surgery PPG' to possibly 'The Friends of Woodingdedan Surgery'.

Mike then talked to the group about the National Association for Patient Participation or NAPP organization. NAPP was formed in 1978 by Patient Participation Groups (PPGs) that wanted to network together nationally and to promote patient participation within GP surgeries. The charity has grown steadily and the model is increasingly accepted as an integral part of modern general practice. Their web site is www.napp.org.uk and is a valuable source of information for PPG's. Mike felt that it would be of benefit for our group to join the organisation. There is a joining fee of approximately £50. Jane confirmed that the surgery would cover this cost and Mike will join on the group's behalf.

- Ideas for the next newsletter: -

Jane and Denise have agreed to work together on the next surgery newsletter, which will be the spring edition. It was agreed that the newsletter should be a 50/50 split with half being for the surgery news and seasonal information including opening times and new build updates and the other half should be for the PPG, to promote the work of the group and to get our message out there.

- News from the Practice –

Feedback on current issues from the practice - New build:

Mike and Dr Emilianus attended the Woodingdean Tenants AGM at the community centre and spoke to the architects regarding the new build. Overall the feedback from this event was very positive. Mike also booked the groups place at the forthcoming Woodingdean Community Centre 50th Anniversary celebrations on the 12th May from 10am to 4pm in the Community Centre. It is hoped the group will be well represented at this event.

Jane also would like to draw your attention to an ‘engagement’ event for PPG’s to be held on Friday March the 23rd from 1-4pm at the Brighthelm Centre in North Rd, Brighton. Spaces are limited and must be booked in advance. Jane, Denise and Mike confirmed their attendance but this event is open to everyone, so if you wish to attend please email Jane Collins as soon as possible so your place can be booked.

Update on new appointments system:

Wendy Palmer reported to the group, that overall the feedback from patients was positive, although there was still some confusion regarding the ‘on the day’ appointment booking system. Wendy said that one of the most useful aspects of the new system was that patients could now book up to two weeks in advance with a particular doctor, something that previously had been impossible. Also the staff feel that patients are being given a much wider choice of which doctor they can see under the new scheme

- Items for the next agenda –

- Terms of Reference final draft
- Review ideas from fourth meeting
- Feedback from the public meetings on the 13th and 14th March 2012 respectively.
- Feedback from engagement event on the 23rd March 2012
- Fundraising – secondhand book sales
- Updates on posters and leaflet distribution.
- News from the practice – new build
- Update on membership of NAPP organization.

Meeting closed at 2.35pm

Date of next meeting 18th April 2012 @ 6.30pm @ Woodingdean Surgery