

Woodingdean Surgery – Patient Participation Group
Ninth Meeting Minutes
8th November 2012
6.30pm – 8.30pm

Attendees

Jane Collins (Practice Manager), Denise Bartup (Secretary), Mike Randall (Chair), Wendy Palmer (Reception Manager), Mary Wheeler (Treasurer), Linda Paddock, Sam Forder, Jessica Trundle, Ruby Beaumont, Tracey Martin (Receptionist), Dr D Emilianos (GP Partner), Sam Forder, Sandy Johnstone, Ruth Sennett, Ken Mills, Diana Meeten, Bernice Cumming, Yvonne Smith (Receptionist)

Apologies

Maureen Doo, Simon Statham, Kayleigh Bartup Liz Stead

Content

Mike opened the meeting and welcomed everyone. It was lovely to see such a large turn out of members. Unfortunately our speaker for the evening was unable to get to us due to transport problems, so we are hoping that this can be rearranged for our next meeting.

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 explained that we are doing really well with the fundraising. The bank account is operating really well and we have received our first bank statement showing a balance of +£54! Plus another £9.83 not yet banked from recent book sales in the surgery. Mary has suggested she use this as the float at Saturday's tabletop sale. Mary then told everyone that she and Mike would be hosting the PPG table at the event on Saturday and that there had been many donations of items for the tombola and lots of handmade and hand crafted items to sell. She also asked that if anyone could spare a few minutes on Saturday to attend at the Community Centre between 10.00am and 12.00noon they would be very welcome. Thank you to everyone who has donated items for the sale. (At the end of the evening, Mikes van was filled to bursting with many of the items donated!) Jane also pointed out that having a bank account would make it easier for the group to apply for some of the community funding that is available to groups such as ours.
- **Woodingdean Business Website £25 donation to the Martlets Hospice**

Denise explained that Jo Weatherall (a patient at the surgery, therefore a PPG member), had contacted us to explain about something called Woodingdean in Business (<http://woodingdeaninbusiness.co.uk>) Woodingdean in Business is a local website offering an opportunity for all Woodingdean businesses, charities and local services to promote themselves to local people (and beyond). The site raises funds for the Martlets Hospice as businesses are asked to make a donation of £25 pa for their listing. Denise has already made a subscription to the web site to promote the PPG and advertise the community events that the group are involved in such as Saturdays table top sale and Jane has been using the site to advertise the surgery job vacancies etc. It was therefore agreed that the donation to the Martlets should be a joint arrangement with the PPG paying half and the Surgery paying the other half. Mary and Jane will sort out the details to ensure our donation is made. If you have a chance to look at the Woodingdean Business web site then please do.

- Nominations for PPG Network Patient Reps X2

Mike explained that at yesterday's Steering Group meeting, attended by both Mike and Denise, the CCG would like each of the 47 Bton & Hove PPG's to nominate 2 members to join an 'involvement in PPG network' to help to develop and support PPG's across the City, to create networks between PPG's and other groups (e.g. ethnic groups, disease specific groups, geographically based communities) and to help shape how PPG members can be involved in clinical commissioning. Nominees will be expected to represent the views of, and to feed back to, their PPG. Denise stated that she was happy to put herself forward to represent our group as nominee number one, unless someone else wanted to take on the roll. The group agreed and it was suggested that at this stage we should just make one nomination to maintain continuity with a view to reviewing things after the first Network meeting, which is set to be on the 5th December 2012 from 10-30am to 12.30pm. Sandy suggested that if after this meeting a second nomination was found to be necessary we should look at this then. Denise asked that should she be unable to attend future meetings of the Network then it may be necessary for another group member to attend on her behalf and then feed back to the group. Denise will email Tanya Nayyar (Engagement Officer, Bton & Hove CCG) with the nomination.

Work Plan. -

Feedback From Community Engagement Event Oct 4th, 11th and Dec 13th

Jane and Denise have been attending these training events and Jane told the group that they have been extremely helpful and informative. Both she and Denise have learnt a vast amount. They are working together with the help of the trainers, on planning the groups first Health Promotion Event. Denise explained that as a result of this training the group has been given a number of leads to help with funding and free resources available to community groups that will be invaluable when organising our event. Jane then asked the group to agree on a theme for our first event and suggested we might like to focus on Diabetes as a

starting point this will encompass many of the issues that were raised by patients as being important to them during the recent PPG week. We can also include general 'healthy eating', 'exercise' and general 'well being'. Jane is going to start the ball rolling on looking for a 'speaker' and Denise is going to look at how we can apply for a small grant to fund the venue and refreshments etc. The final training session will be held in December and Jane and Denise will review and feedback the final results at the next meeting.

Denise also went on to say that as a result of the information provided by this training she has joined the group in something called the 'Community & Voluntary Sector Forum'. The CVSF is an independent charity with over 500 members. They provide a range of support services, which include a networking and events programme, information and communication activities, an enquiries service and consultation with the sector to develop position statements. Their activities include bringing together third sector organisations to work in partnership. We as a group will appear in the 2012/13 directory when printed. Denise then went on to add that she has registered the group with the LINK organisation, which will in April 2013 become the new Healthwatch, which was mentioned at the last meeting. Their November newsletter has a lot of information within and can be read or downloaded at www.bhlink.org.uk

Dr Emilianos suggested that our next newsletter should include a piece about the forthcoming Health Event with a view to asking patients for their opinions on future themes and topics they would like to see covered.

Feedback from Woodingdean Community Conference Sat 6th Oct.

- Mike and Linda attended this event, and several items were discussed, including the local Neighbourhood Watch Scheme, with suggestions that this should be replaced by a Community Watch Scheme. Mike also took along the Healthwatch Survey and talked to those attending about the PPG and the PPG network.
- Survey Monkey Update.
- Denise explained that following a recent 'Survey Design' training course she had opened a Survey Monkey Account for the group. Survey Monkey is free to join and offers pre-designed templates for some basic online surveys. However Survey Monkey is only free for a survey of up to 10 questions. Any more than this will require an upgraded account. Sam who uses Survey Monkey a lot for business explained that there is for bigger surveys a monthly charge of around £22 or an annual charge of about £200! Survey Monkey will collate the results on our behalf at the end of each survey but Sam pointed out that only 100 responses per survey are included. Once again if we want to include any more responses we will have to upgrade our account. Denise said that the CCG are going to arrange for some specific Survey Monkey training in early 2013. Dr Emilianos suggested that it might be an idea to test the system with a small survey amongst the 27 PPG members to see how it works with just 3 or 4 simple questions to get things off the ground. Denise suggested that if we want to use Survey Monkey in any larger

way then we might be able to secure funding from the voluntary sector to help us with this. The general consensus was that Survey Monkey could be a valuable tool to the group.

- Feedback from Steering Group Meeting 7th November -:
- Attended by Mike & Denise, and representatives from four other PPG's from across Bton & Hove, along with Jane Lodge (CCG Lead) and Tanya Nayyar (CCG). There was some discussion about the first PPG Newsletter produced by the CCG specifically for PPG's and how the next one could be improved or what we would like to see in the next newsletter. We were given some preliminary information on upcoming training opportunities for PPG members which will include subjects such as
 - 'Meetings', how to organize them, take minutes & prepare agendas etc.
 - 'Social Media' Face Book, Twitter and Skype.
 - 'Survey Monkey'
- All of which are likely to take place in early 2013. Details to follow. There is also to be a baseline assessment of all the PPG's within B&Hove, which will be organised by an independent assessor. Jane Lodge was keen to point out that 'Friends of Woodingdean Surgery' PPG are likely to shown as one of the most successful PPG's within the City so we should be very proud of how well we are doing. We then went on to talk about the planned PPG Conference, which is due to take place in February 2013. The Steering Group members agreed that the invitations to attend should be extended to include practice managers as well as all PPG members. Mike is currently working with Jane Lodge to arrange a time line for the day which is likely to be very full with workshops, information stands and numerous speakers which will include the Mayor, the Public Health Officer and Dr Xavier Nalletamby (Chair of Bton & Hove CCG). Mike has agreed to Chair this event and also to arrange for a Q&A session at the end of the event to open up the floor for PPG members to ask any questions that may have arisen during the event. Mary suggested that question cards should be made available on every table so that members can jot down any questions that may arise during the day. Invitations will be cascaded out via practice managers and PPG secretaries. The event is to be held on February the 13th 2013 at the Brighthelm Centre in Bton from 9.30am to 4pm although these times are yet to be confirmed. Lunch will be provided in the Brighthelm café.
- Items for the December Surgery Newsletter.
- Denise and Jane will work together to produce the next surgery newsletter. Denise asked again that if anyone has any suitable recipes for inclusion in the newsletter please email her with them asap. As it is the Christmas edition, the rules on a healthy choice can be relaxed, as calories and fat content over the festive period don't count!! Sandy mentioned about a Dementia testing scheme that he had heard about in a recent radio interview. Evidently there is to be a testing facility unit based in Bton. Jane was not aware of this but said she would

investigate further. There are tests available at the surgery, for dementia but these are not done routinely.

- **News from the Practice** –

- **New Build:**

Jane explained that planning is still going through. The issues that had previously been raised by Highways are now being dealt with it looks likely that the first 'dig' as it were should begin in January 2013, with a view to the build being completed within one year. The practice managers and partners are currently in talks with the developers discussing room specifications and some of the finer details. Mike stated that at the recent community conference he had been made aware that the planners has demanded the developers be served with something called a 'section 106 order'. This is something that forces the developer to provide and improve something else local to the area within which they are planning to work. In this case the order stipulated they must provide £15,000 worth of dropped kerbs! This was felt to be totally inappropriate and Mike suggests that this has now been over ruled by councilors, which should prevent any further delays.

Jane then went on to tell us about some feedback she has received from the work the practice has done with a group called 'Right Here, Right Now'. This is a project led by people aged between 16 and 25. They promote the mental and emotional wellbeing of young people in this age group in the City. Jane told us about a live consultation conducted by Dr Xavier Nalletamby with a patient in this age group available on You Tube, which shows the issues and difficulties encountered by younger people when attending consultations with their GP's. Jane has asked Ruby and Jessica if they would be willing to work with the practice in producing a link/noticeboard on the surgery website giving information specifically for our younger members.

Jane then said the recent patient survey results were just back and that she will up date us all at the next meeting.

She then went on to talk about a new idea that the practice is hoping to have up and running soon. This is a scheme to provide some extra care for the elderly, infirm and terminally ill. This is especially important for patients who find it increasingly difficult to look after themselves or who have no one to help them navigate the often-daunting NHS systems and procedures. Initially Tracey Martin and Yvonne Smith two of the receptionists will be receiving some training from various charities to better help them understand the needs of patients who fall into the aforementioned groups. Jane asked if members of the PPG would like to come forward to help with this scheme by giving up their time to talk to Yvonne and Tracey about their personal experience either as a carer or from a patient's point of view. Sandy offered to help as he has a lot of experience in the field of caring for the elderly and has worked with both Age Concern and Help the Aged. He has offered to do some research regarding and organization called 'First Stop'

and to pass on his findings. Denise has offered her help with her experiences of community palliative care and her contacts at the Martlets hospice and Macmillan Cancer and also the Sussex Cancer Network. If anyone has any other experiences they would like to share about any subject they feel may be important then please email Jane or give her a ring to discuss things. They are also keen to be able to offer the best ways of signposting patients to help them navigate the various departments and to help them access the best care available. If anyone has already done the legwork in a particular area then this information will be invaluable. Jane also asked for information on useful support groups and even good Nursing Homes in the area. If you feel you can help in any way then please let Jane, Tracey or Yvonne know.

Items for the next agenda –

- **Feedback from Table Top Sale 10th November 2012**
- **Feedback from PPG Network Meeting 5th December 2012**
- **Feedback from final Comm Engagement Training 13th Dec 2012.**
- **Health Promotion Event Planning Next Step.**
- **Upcoming Training Sessions**
- **PPG Conference**
- **Survey Monkey Test Survey**
- **News from the practice – new build**

Meeting closed at 8.00pm

*Date of next meeting Thursday 17th January 2013 6.30pm to 7.30pm @
Woodingdean Surgery*