

Woodingdean Surgery – Patient Participation Group
Fourteenth Meeting Minutes
6th November 2013
6.30pm – 8.30pm

Attending

Denise Bartup, PPG Secretary (**DB**), Mike Randall, PPG Chair, (**MR**), Mary Wheeler, PPG Treasurer (**MW**), Ruth Sennett (**RS**), Marion Kenney (**MK**), Sandy Johnston (**SJ**), Caroline Scannell, Practice Manager, 130 The Ridgway (**CS**), Esme Palmer (**EP**), Bridget DuBeau (**BD**), Sean de Podesta, Neighbourhood Care Scheme (**SdP**), Peter Spence (**PS**), Ella Spence (**ES**), Monica Church (**MC**), Jennifer Peli (**JP**), Elaine Stevenson (**ES**), Tracy Woodcock (**TW**), Brian Parsons (**BP**), Ruby Beaumont (**RB**), Dr J Baker, (**JB**), David Leonard (**DL**)

Apologies

Kayleigh Bartup, Robert Golby, Diane Scholfield, Keith Scholfield, Sam Forder, Maureen Doo, Jess Trundle, Mary Williams, Bernice Cummings

Mike opened the meeting and welcomed everyone, a warm welcome was given to several new members many of whom were recently recruited from Dr Bakers Surgery at 130 The Ridgway, and it was lovely to be in such wonderfully comfortable surroundings as were provided by the Dean Wood Nursing and Residential Home, who for this one time had agreed to make over their Sea View Café for the purposes of the PPG meeting. Unfortunately we were unable to enjoy the magnificent views from the terrace outside as we were in complete darkness by the time the meeting started. However if you wish to return in daylight hours to see the views the Café is open on a limited number of afternoons for non-residents and you can, for a small donation towards residents outings, enjoy a cup of tea with homemade cake etc.

The minutes of the last meeting were verified and agreed.

Mike then took up working through tonight's agenda.

- **Group Business** –
- **Treasurers Report**
- Mary updated the group on the current state of our bank account, which is still in the black, with a balance of £870. 02, which includes some recently awarded funding from the Sussex Community Foundation, of £500, and does not include a small amount of cash handed over by Denise from Book Sales at 1 The Ridgway, Surgery that was collected today. Mary also suggested that we consider selling 'puzzles' alongside the books, cd's and DVD's, as is happening in other Sussex

practices. A figure of £2 per puzzle was agreed on as a sale value per item. Denise then raised the issue of keeping monies collected from the Baker/Fahmy Surgery from their book sales as separate entries within the existing bank account subject to agreement by the Group and also the Practice staff and Partners. It was agreed that for the time being as we are acting as one PPG the monies collected should go into one bank account but be shown as separate entries on the ledger/spreadsheet. It was agreed that the funding awarded for community events should be shared equally as it benefits both Practices and the wider patient population of Woodingdean and the surrounds. However when there was a specific request to fund items for the individual surgeries or waiting rooms etc., then that should be settled and paid for from monies raised by that particular surgery, and not taken from the larger pot. Caroline, confirmed that the book sales at 130 The Ridgway were going well, and that they had a sum of £50 + to be banked. However they have had a bespoke bookstand made to suit the space in their surgery entrance area, which has incurred costs. It was suggested that if the Practice is not prepared to cover the cost of this shelving then the £50 or so already raised should be used to cover this. Peter raised the point that the bank accounting should be reviewed regularly as in the event that the PPG should be split into two so that each surgery has its own PPG, then a clear record should be kept of who has raised what.

- It should be noted that the PPG donated the sum of £25 to the Dean Wood Nursing and Care Home towards the resident's fund, for allowing us to hold our meeting in the Sea View Café.
- Mike then handed over the proceedings to Jane Collins, for the Election/Re Election of Chair, Treasurer and Secretary.

At this point Denise expressed that it is with much regret that she has decided to resign as Secretary of the PPG, and therefore did not wish to be re-elected to the post. She gave a

number of reasons for her decision, but the main one being that she has been asked to

work with Macmillan Cancer Charity, on three new national campaigns covering issues,

very dear to her heart, including 'living with and beyond cancer' and also improving help

and support for patients living with secondary cancer. She added that Palliative and End of

Life care had always been a subject she is passionate about and wants to focus her energies

on this particular subject, for the time being. She will still continue to be involved with the

PPG and will retain her place on the PPG Network along with Mike. Mike thanked her for

all the work she has done over the 2 years she has been Secretary.

Jane then asked for if there were any nominations for the position of Secretary and Tracy

Woodcock, from The Ridgway, (Dr Baker), Surgery offered to consider taking up the role.

Jane asked if Mike was happy to continue as Chair, which he was and a unanimous show

of hands confirmed his re-election, closely followed by a similar show of hands in respect

of the re-election of our Treasurer, Mary Wheeler.

- Mike, then took back the reins for the final piece of Group business, namely Social

media and Facebook page, and Denise was pleased to tell the group that we now have a

Facebook page up and running. It is a closed page, i.e. it cannot receive posts or messages

from any other FB users. It is solely to be used as a way of promoting the group and also to

promote and publicise the work of the group and also to inform patients of upcoming

events or items of interest. Denise explained that the page has been set up this way as she

and Jane did not want the responsibility of policing a page that was open to posts or

comments from users that could cause offence or result in serious medical issues being

overlooked etc. Denise is happy to continue to monitor the page and to update it as it is

linked to her personal FB page and is therefore personal password protected. If you are

a FB user the page name is 'Woodingdean Patient Participation Group', please go and

have a look for it. We need another 23 likes to be able to make use of some wider FB

statistical recording and feedback, and it would be nice to know how we are doing. Jane

agreed to make sure there is a link on the Surgery web site to the new page. If anyone has

trouble finding the page please look for Denise who is simply registered as Denise Bartup

and will happily accept invitations to the page via her personal FB page as it were.

Work Plan. -

Network Meeting Update.

Mike attended the last Network meeting held on October the 29th, and explained for the benefit of the new members what the Network is and how it works. He also explained that PPG's are invited to elect two members each to the Network, who will act as a link from PPG's up through the channels to the CCG and other health groups such as Healthwatch. Mike is also the Vice Chair of the Network Group and as such will be forging links with the CCG, the PPG Network Executive, Healthwatch and other health groups across B'ton & Hove. At the most recent Network Executive meeting with the CCG discussions took place regarding a protocol for PPG's about how patients can raise personal problems or issues that they would like to be addressed, how they go about it, and in what order the various NHS pathways should be navigated. This should be signed off by the CCG at the next Network Exec meeting. Mike will update us. At this point several members raised the issues of 'acronym's' and their continued use, which for many causes problems. Denise mentioned a great web site, which is <http://www.nhsconfed.org/PUBLICATIONS/NHS-HANDBOOK/ACRONYM/Pages/Acronym-buster.aspx> from this page there is also an 'app' for your phone that will give a full and concise list of acronyms and their definitions.

There was also a request for more information about Healthwatch. Denise explained that they are basically the replacement for the old 'LINK's.

Their web site states:

Healthwatch Brighton and Hove is a new health watchdog run by and for local people. It is independent of the NHS and the Council. It is currently being set up, but will be able to help you get the best out of your health and care services, and give you a voice so you can influence and challenge how health and care services are provided locally. It will also be able to provide you with information about local health and care services, and support you if you need help to resolve a complaint about your NHS care or treatment.

Contact us to find out about:

local health and care services

how to make a complaint about a health service

how to influence how health and care services are planned and delivered

give us your views and experience, good or bad, of health and care services

how you can get involved and volunteer for Healthwatch

how to receive our free monthly health and wellbeing magazine

Their contact information is as follows:

Web site <http://www.healthwatchbrightonandhove.co.uk/>

Email: enquiry@healthwatchbrightonandhove.co.uk

Phone: 01273 810236 (for office enquiries)

01273 810235 (for the Helpline, open 10-12 Mon-Fri ex. bank holidays)

Address: Healthwatch Brighton and Hove, c/o Community and Voluntary Sector Forum, Brighton Junction, 1A Isetta Square, 35 New England Street, Brighton , BN1 4GQ

Funding Application Update.

Denise was happy to announce that as mentioned earlier the Group has been awarded a further £500 by the Sussex Community Foundation. (SCF). The SCF make grants to local charities and community groups across East and West Sussex and B'ton & Hove. Since 2006 they have given grants totaling £5million to over 1,500 charities and community groups. They also manage funds on behalf of Sussex donors and have built a substantial and permanent endowment fund that will benefit Sussex people for generations to come. Denise went on to explain that the funding had been awarded to help the PPG arrange and host a 'Men's Health Education Event' in early 2014. It was hoped to have the event to coincide with the opening of the new Medical Centre and Library, but because of slight delays with the new build it is looking unlikely that this event will take place until late April 2014. The SCF have requested that the money be spent and the evaluation and monitoring forms be returned to them before the end of this financial year to meet the funding criteria. However Denise has spoken to the SCF and explained the situation regarding the new building and they have agreed that for the time being we can retain the funding as long as they are kept informed of progress and planning and as long as the project finish date does not extend too far past the April 1st deadline.

Denise went on to say that, as many of you who have been at previous meetings will know she has been working with the prostrate charity PCaSO with a view to using some of the funding to host and support a PSA testing day in Woodingdean, Rottingdean, Ovingdean and Saltdean. However it has been decided by the GP Partners following a recent seminar that they have attended to step back from this type of testing, as there is no evidence to prove that the benefits of this type of screening outweigh the risks. It is offered routinely in some European countries but not in the UK at the moment. However having invested a great deal of time in this venture Denise will continue to work with PCaSO to help them to arrange a testing day in the 'Deans' at some point in early 2014. It will be funded by PCaSO as opposed to the PPG and will have the backing of several of the urology consultants at the RSCH. Denise will keep the

group updated with the screening day as she would like to ask for volunteers from the PPG to help her and PCaSO on the day with making teas and coffees etc. and possibly delivering some leaflets before the event to publicise it etc. Jane said she would ask one of the GP partners to issue a statement about their views on the subject of PSA testing which she will share with the group.

Items' for next Newsletters.

The question of making the Newsletters more readily available was raised again. At the moment Denise produces them with content provided by the Practice Managers, and then emails them around to PPG members. A few copies are posted to PPG members with no email address and both surgeries make copies available in the surgery waiting rooms. Also the Woodingdean Surgery Sagar/Wilson, has a copy available on its web site. Mike asked Jane if there were any way to link the Newsletter to the wider patient population by using the email addresses that have been gathered when patients complete a 'contact information update form', or when they register as a new patient. Jane is unaware of whether the email addresses that have been gathered are actually noted on patient's files at the moment so this is not an option. Mike suggests this would be a perfect vehicle for getting the Newsletters out to the wider patient population, whilst at the same time offering them an option to 'unsubscribe' if they do not wish to receive the Newsletter.

The most recent Newsletter was a first for the Ridgway (Baker) surgery and as such has been received very positively.

Some items mentioned for inclusion in the next Newsletters are:

Analysis and feedback from the recent patient survey.

Information and contact details for PCaSO the Prostrate Charity.

Mike will do a small piece about the PPG wards.

Healthwatch update and contact information.

Details about the Neighbourhood Care Scheme and an update from Sean de Podesta.

Urgent Care Campaign update.

Mike and Denise have both been regularly attending meetings about the CCG's 'Urgent Care Campaign. The promotional material is all now available and the campaign will be rolled out across B'ton & Hove over the next few weeks.

B'ton & Hove CCG has announced how it will spend £2.3m government funding to relieve some of the pressures that A&E in the City will face this winter.

The money is being spent across the health and social care system in Brighton as part of the joined up approach to relieving pressure this winter. Money will be spent at Brighton and Sussex University Hospital, Brighton and Hove City Council, Sussex Community Trust, South East Coast Ambulance and in general practice.

These measures will be supported by a publicity campaign to enlist the help of local people in keeping A&E from becoming overwhelmed this winter. You will be able to see the campaign, which will be launched later this month, on posters around the city, including on bus stops and in public spaces, on pick up and keep leaflets and on a new mobile website. You can also join in the conversation on Twitter.

Neighbourhood Care Scheme introduced by Sean de Podesta.

Sean explained to the Group that he hopes if his proposal is successful to start a Neighbourhood Care Scheme (NCS) in Woodingdean. He explained that the NCS supports older people and adults with physical and/or sensory disabilities and their carers by putting them in touch with local volunteers who assist them in a variety of ways. They are a good neighbour scheme and try to make positive connections between neighbours and create more caring neighbourhoods. The scheme has been operating in other parts of B'ton & Hove for a number of years and the plan is to offer a NCS in Woodingdean using the PPG as a conduit for connecting those in need of the scheme and to recruit volunteers. NCS volunteers are ordinary people who come from all sections of society, reflecting the diversity of the neighbourhoods in which they live. Their visits are a real chance to connect positively with their neighbours and be involved in their local community. They can fit their volunteering around their work, their studies and other social and family commitments. If you would like to volunteer or to find out more about the scheme the contact details are as follows:

<http://www.bh-impetus.org>

Call NCS on 01273 775888

Email at ncs@bh-impetus.org

Or write to, 1st Floor, Intergen House, 65-67 Western Road, Hove, BN3 2JQ

Mike closed by saying that Woodingdean is a particularly caring community and he had no doubt that the NCS would have no problems in securing volunteers to work with once the scheme is up and running.

- **News from the Practice** –
- Jane updated the group on the current situation with the new building and work at the site. The lower level is now in place, the first floor is currently going up and the roof should go on in December. The Practice staff is keeping a photographic record of progress at the site and staff and partners visit the site once a month to check on progress.
- Jane also informed the group that she has managed to win funding to the tune of £8000 which will be used to 'improve the environment' for patients with mental health issues and disabilities. The practice staff are working with other groups and the staff at the Dean Wood Care Home to learn from them what best to provide at the new surgery when it is built. There are plans for a wide and

attractive entrance porch and also for some sensory planting and landscaping. If any PPG members have any suggestions or ideas on this theme then please contact Jane Collins direct.

- Jane then went on to add that the surgery at 1 The Ridgway (Sagar/Wilson) is planning to implement a new appointment system. The new system is called 'Doctor First' Jane handed out a document explaining the system and asked for our feedback. Basically the system works as follows.
- The patient calls the practice when they need help from a doctor. Once connected to the surgery they speak to a receptionist who will ask for the following details:
 - Name.
 - Brief description of the problem (if they wish to give it)
 - Preferred call back number
 - Any special request (e.g. call after 4pm)

A Call can be directly transferred from the reception to the GP if he is available or added to the doctors telephone consultation list on the clinical system. The doctor then prioritises

the list using clinical judgment and knowledge of the patient rather than chronological order to decide whom they contact next.

On average 33% of the calls turn in to a face-to-face consultation. Most phone calls are

dealt with in 3 to 4 minutes by the clinician. This means 27 people can be helped over a 3

hour surgery, a 50% increase on a 3-hour surgery in which everybody has a 10-minute face-to-face appointment in front of the doctor.

For a full and concise explanation of the system please contact the surgery reception as I

have been unable to give the explanation in full. Denise questioned whether the contact

telephone numbers will remain the same and remain as local numbers and Jane confirmed

they would. Denise mentioned to Caroline that members had raised concerns about the

telephone number at 130 the Ridgway surgery being an 0844 number and attracting a

premium rate. Caroline stated that there is a local 01273 number for patients to use if they

prefer and they can contact their surgery reception for this number at anytime.

Mike then asked if Caroline would like to add anything, specific to her surgery, but she

declined to add anything further.

- **And Finally! (And no Mike this isn't AOB! It's a figment of your imagination! Sorry)**
- Denise asked to be given a couple of minutes to inform the group that she has been invited by The Trust For Developing Communities (TDC) to become a member both individually and to also join the PPG as a group member. The TDC is anxious to ensure as wide a membership as possible by linking with as many community groups as possible. It is free to join and the only commitment will be that a representative from the PPG attend the AGM, which in most instances will be Denise. However due to another commitment tomorrow night (7th November) she is unable to attend the TDC meeting that has been called. However as luck would have it Ruth is attending said meeting wearing another 'hat' as it were but will represent the PPG on Denise's behalf and report back at the next meeting.
- Denise also went on to say that as part of the information from the TDC she was also recommended to register the PPG with the National Council of Voluntary Organisations (NCVO), which she has done and which is also free. By being members in the NCVO the group will have access to a huge database of useful information and guides on how to write successful funding bids and many others. There are also regular updates sent on available funding streams.
- Denise also went on to say that the Woodingdean Community Association had invited her to sit on the 'Healthy Neighbourhood Funding Panel' and help make decisions about how local funding is allocated to the various groups. Denise has agreed to sit on the panel, but pointed out that there may be conflicts of interest as she has just applied to the HNF for some more funding for the PPG. However this issue will not it seems be a problem, as when our PPG's funding application is discussed she will be asked to leave the room.

Items for the next agenda –

- **Treasurers Report**
- **Doctor First Appointment system update**
- **Latest Funding Application Update**
- **Items for Next Newsletter...**
- **News from the practice – new build**

Meeting closed at 8.35pm!

DATE OF NEXT MEETING:

WEDNESDAY THE 15th OF JANUARY 2014

AT 6.30PM

**AT 1, THE RIDGWAY, WOODINGDEAN DR SAGAR/WILSON
SURGERY.**