



1. Woodingdean Surgery Patient Participation Group Meeting

1.1 Meeting Overview:

- **Date of Meeting:** Wednesday 12th November 2014
- **Location:** Woodingdean Medical Centre
- **Chairperson:** Mike Randall
- **Minutes Scribe:** Denise Bartup

1.2 Meeting Participants:

Mike Randall (Chair)
Denise Bartup (Vice Chair/Secretary)
Jane Collins (Practice Manager)
Wendy Palmer (Reception Manager)
Tracey Martin (Receptionist)
Sam Forder
Ron Sharratt
Liz Stead
David Leonard (The Ridgeway PPG representative)

1.3 Welcome Introductions and Apologies

Jane opened the meeting, and welcomed David Leonard, from The Ridgeway PPG. Denise noted apologies from, Kerri Bartup, Kayleigh Bartup, Mary Wheeler, Maureen Doo, Margaret Noble, Caroline Scannell, and Tracy Woodcock. She then handed the meeting over to Mike who verified the minutes of the last meeting. Mike asked that one item still outstanding from the last minutes was that he had since met with Caroline Scannell, (Practice Manager The Ridgeway Surgery) about how to proceed with joint meeting Agenda's but to date the Ridgeway Surgery PPG have not yet had another meeting to discuss the findings. Mike to update at next meeting.

1.4 News from the Practice

Jane then shared some action points with the group, she asked the PPG to consider a possible survey of patients regarding the recently established 'extended hours' system, currently running on a Monday evening (BY APPOINTMENT ONLY). Jane suggested a survey to see if another evening might be preferable to a Monday. Wendy and Tracy both confirmed that at present the system is working well. Appointment slots are fully booked up to a fortnight in advance and therefore no extra publicity was necessary. For the time being it was agreed not to promote the 'extended hours' and to review their



value and gather feedback after a 3-month operating period, approximately January 2015.

Jane then went on to discuss 'sharing of complaints and feedback received by the Practice, from patients about the operating services. During the past few months most of the complaints received, concerned the 'telephone system' which is now working more efficiently, the in house 'text messaging' service, which was sending messages to patients confirming appointments that weren't actually active. Wendy confirmed that this appears to be a computer glitch, which hopefully has now been rectified. There were also complaints received regarding the new J X board and the poor visibility. Patients with poor sight or hearing are finding it difficult to see or hear when they are being called for their appointment slot. Reception staff have been asked to be more aware of when this may be an issue for any individuals and will message the respective GP to ask them to collect their patient from the waiting room. Patients are also asked to make any hearing or sight problems known to the reception staff at the time of checking in. There were also a couple of individual complaints made about the operating system for the issue of 'sickness certificates', which has now been altered to prevent any repeat of this type of problem, and there were complaints received regarding the loss of test results and some samples lost at and during transfer to the pathology labs. This is often beyond the control of the Practice. Jane explained that it is planned that the complaints and the resulting actions are to be linked onto the surgery website in the future.

Jane then went on to explain the new 'Friends & Family Test', which all surgeries will have to sign up to effective from the 1st December 2014. It is linked to www.iwantgreatcare.org web site. Practices will ask patients to feedback on how they found the care they received whilst attending for their appointments, and the Practice Manager will collate the information received and prepare a monthly report to feed back to NHS England.

Jane then updated on the 'Self Care Programme'. She refreshed everyone on the presentation given at the last PPG meeting by Lesley Easey, for those not present then. She explained that the self-care programme is not as advanced as they had hoped as Lesley has been poorly, but things are still moving forward. Lesley is planning to work with the Practice and those PPG members who signed up to the SC Steering Group, on a "Self Care' Week, to be held at the Medical Centre soon.

Jane then went on to explain about the new 'Surgery Pod' that is coming soon. It will be a designated area screened for privacy where patients can weigh, get a blood pressure check, check their BMI and obtain information on some of the more common ailments and illnesses. It is planned that in time this will become an information hub, building on the work started by the PPG with funding from the HNF last year and the new information screen that is due to be installed on the 2nd December.

Jane updated the group regarding the Medical Centre gardens and confirmed that the 'sprinkler system' is being installed soon.

The sculpture and the planned CCTV system are both ongoing projects

2. Group Business.

Treasurers Report: Unfortunately there was no Treasurers report as Mary is unwell and unable to attend.



Mike then updated the group on the last Network meeting, explaining that 14 of the 47 B'ton & Hove Practices had PPG representation at the meeting. He felt the meeting was very productive and despite the recent changes to the way the Network meetings are chaired and formulated, he felt that there was still good communication back and forth between the Network and the CCG. Unfortunately the LMT role, that Mike held for the East area has been dissolved and although there are plans to replace this with some other form of Lay representation as yet there has been no details from the CCG of what form this representation will take.

At the Network meeting the CCG gave details of a small grants scheme for PPG's with a monetary value of up to £500 per PPG. Jane read the criteria and several ideas for how our PPG might use a grant of this nature were discussed. It was agreed in the end to apply for £500 to host a luncheon (in the spring of 2015) for some of our elderly residents with a view to use the luncheon as a 'reminiscence' event linking with the local primary school and asking for a group of children to attend on the day to interview our invited guests. In turn their conversations could be recorded and then transcribed to produce text and images for a 'reminiscences board' and possibly in the future using the text and images to produce a small booklet that may be sold locally to raise funds to repeat the process again possibly on a more regular basis and maybe involving different ages or groups of people to come together over a lunch time to talk and share experiences etc. It was suggested that the Library might also like to be involved using the images they have of old Woodingdean, donated by Peter Mercer (author of the Hunns Mere Pitt). There will be an opportunity to link with other community groups and the B'ton Museum to provide reminiscence materials etc. Mike suggested that we form a small sub committee or group to take this plan forward if our application is successful and that the PPG should come together for a further meeting before the application deadline of the 16th January 2015, to finalise the details. David agreed to discuss the grant scheme with the Ridgeway PPG at their next meeting, as they too would be eligible to apply for funding for their own event or to promote their PPG in some way.

Denise then updated the group on the Healthy Neighbourhood Funding Award (HNF) and was delighted to say that the groups recent application to the Woodingdean Community Association for a share of the HNF had been successful and that the group had been granted the sum of £554.40 towards the purchase of a set of medical body weight scales with printer, to link to the waiting room blood pressure machine, along with a printer for accurate read-outs. This links in perfectly, with the planned information hub/pod and the soon to be installed waiting room information screen.

The group then discussed plans for some Christmas fundraising ideas and it was agreed the PPG would host a 'Coffee and Mince Pie' morning with raffle on Thursday the 18th December at the Medical Centre from 10am until 12 noon. Any funds raised are to be donated to the charity 'CRISIS' who are a charity raising money to help the homeless. They have a Christmas campaign to 'Join the Crisis Christmas Party' – throw a party, raise money and help the homeless. As little as £20 will help will feed and provide shelter for one person over the Xmas period.



IT WOULD BE GREATLY APPRECIATED IF ANY ONE WHO CAN HELP ON THE DAY OR IF ANYONE WOULD LIKE TO DONATE SOME MINCE PIES OR CHRISTMAS CAKE, GINGERBREAD ETC, COULD LET THEMSELVES BE KNOWN TO EITHER JANE OR DENISE BY THE END OF NOVEMBER. IT WOULD BE MOST APPRECIATED. IF ANYONE HAS ANYTHING THEY WOULD LIKE TO DONATE TO THE RAFFLE THEN PLEASE CAN YOU EITHER LEAVE IT AT THE MEDICAL CENTRE FOR JANE'S ATTENTION OR LET ONE OF THE COMMITTEE MEMBERS KNOW SO COLLECTION CAN BE ARRANGED. THANK YOU. (Denise will send an invitation and request for help on the day/baking donations/raffle prizes to PPG members in the next week or so under a separate email.

Denise then went on to say that she has received some very positive feedback regarding the group Facebook page www.facebook.co.uk/woodingdeanpatientgroup. The page is growing in numbers of followers and Denise has recently received an email of thanks from Helen Goss of www.wayoutmedia.com who has shown our Facebook page at some recent social media training sessions she has been giving as part of the EPIC scheme being rolled out across B'ton & Hove. Helen also manages the Facebook page SM4S (social media for surgeries).

Items for the next Newsletter: Jane and Denise will work together on the content with a view to producing the next Newsletter in early December to include details of the planned coffee and mince pie morning etc. Anyone who has anything they would like included in the newsletter, please can they make sure Denise has it by the end of November at the latest.

AOB: Mike asked for clarification on the PPG name, as it seems there may be some confusion. Originally when at the surgery in the Ridgway, the group decided on the title 'Friends of Woodingdean Surgery Patient Participation Group'. Because the group registered this as their title for the bank account and with several other linked resource groups etc., this does still need to be used on official documentation. However less formally and to save any confusion with the Ridgeway Surgery PPG (Baker/Fahmy), it was agreed that we should be known as 'Friends of Woodingdean Medical Centre PPG'.

2.1 Date and Time of Next Meeting.

To ensure there is time to plan and finalise arrangements for the 'small grants' application the next meeting will be on **Wednesday the 7th January 2015, at the Woodingdean Medical Centre, Warren Road, in the Meeting Room at 6pm.**

Everyone welcome. Refreshments will be provided.