



Minutes of the Friends of the Crawley Down Health Centre (PPG)

Monday 12th August 2013

Present: Peter Dodds/ Glynn Roche – Joint Chair, Caroline Custard – Secretary, Dr Dan Jefferies (doctors rep), Nicky May (practice rep), Anne Cull, Florrie Grimwood, Mollie Tavani, Liz Wigzell, Mo Rawdon.

Agenda Ref:	Minutes	ACTION
1.	<p>Apologies and Welcome New Members: Peter welcomed Mo Rawdon, who was interested in joining the committee and Mike and Lesley Bright from the Dolphin PPG, Haywards Heath. Apologies were received from Dennis, Jane and Eve. Mike and Lesley were attending the website demo and to talk about their newsletter.</p>	
2	<p>New Website Demo: Glynn explained the aim of the website is to reach more people, be easy to use and be kept updated. It can also be linked to outside organisations like the Dolphin practice. People can be invited to comment which raises the question of moderation. Mollie said it needed to be a true representation of people's opinions. Glynn said this is an area that needs to be carefully considered but you can bar e mails that are provocative. Mike Bright explained that the Dolphin only had a practice website and the practice vets the PPG newsletter. Crawley Down PPG will have its own website, so will be in charge of the moderation. It will be totally separate from the practice set-up.</p> <p>Florrie asked about the computer 'illiterate', often largely the older population, Glynn explained there would also be a hard copy, ie a newsletter, containing relevant material. Lesley and Mike commented that newsletters are very expensive to produce and it has taken them a lot of time to attract advertisers to pay for the production costs. The Dolphin has always had a poor response to surveys, whereas the website would help build up a register of interested people. Lesley said that U3A were promoting a system of 'computer buddies' to help older people become more computer literate.</p> <p>Mollie said it was important to keep it updated regularly, say within the last 6 months as many websites fail to do this. Glynn said older posts can still be accessed, he can set a time limit on</p>	

	them. The website address will be www.friendsofcdhc.co.uk .	
3	<p>Newsletter Tips: Mike said they used the newsletter to get the PPG better-known in the practice but they have had to work very hard to get revenue to produce it and material to put in it. They chased local businesses to advertise. They had 3,000 printed for 12,000 patients (this cost £1500) and delivered them within the practice catchment area. They applied to the old PCT for funding the newsletter twice and were successful (obtaining £1000 each time).</p> <p>Lesley reported the PPG organised a Carers Forum in Haywards Heath during Carers Week which incorporated lots of local organisations and helped to get their PPG 'out there'. Caroline said she would like to see our PPG being more pro-active and reaching out to the community.</p> <p>Mike said he was very disappointed that when approached for funding the PPGs, the CCG were not keen. Lesley said that communicating with patients has got to be the top priority, for which funding is needed. Dr Jefferies said the CCG must take notice of the PPG but he was not surprised by their negativity. (See Peter's Report on Funding).</p> <p>Glynn offered to demonstrate the website to the Dolphin and send them information.</p>	GR
4	<p>Minutes of Meeting Held on 3rd June 2013:</p> <p>Minutes were agreed and proposed by Peter Dodds, seconded by Florrie Grimwood.</p>	
5	<p>Matters Arising:</p> <p>Item 1: A decision has to be made whether to hold a public meeting once a year before the annual meeting. Patients could be invited to write in with questions before the meeting to gauge their response to see if a public meeting was viable. There could be a website demo to encourage people and the results of the patient survey would be available. The Constitution needs to be changed to accommodate these meetings. It was suggested the public meeting is held after the Annual Survey, ie 31st March and before the Annual Meeting, ie June.</p> <p>Item 4:</p> <p>Suggestion Box: We cannot acknowledge receipt of suggestions as there is nowhere on the forms for personal details, whereas there is on the website suggestion form.. Forms to be changed to read, 'if you would like a response, etc'. Nicky and Glynn to change form and also notice that goes on suggestion box. Jane to log suggestions as they come in, so we have a permanent record.</p> <p>A complaint had been received that there is no apology from the</p>	<p>PD/GR</p> <p>NM/GR</p> <p>NM/GR</p>

	<p>doctor or nurse when a patient is kept waiting. Dr Jefferies said he would mention this but other committee members said the staff always apologised.</p> <p>Newsletter: Waiting on the website launch.</p> <p>Baby Clinic: No further response from the new health visitor. Caroline and Mollie to contact toddler groups to gauge their response, Florrie to ask Councillor Forbes for his input.</p> <p>Appointments: Florrie had received complaints from residents of the park that receptionists were picking up the phone and putting it down without answering them. Nicky to investigate but she thinks it was when there was a phone problem. Glynn suggested people should make a note of day and time it happens.</p> <p>Item 10: Funding: Mollie said people were surprised the doctors had to make up shortfalls on the equipment fund. Dr Jefferies to write an article for the website/newsletter explaining why we need an equipment fund.</p> <p>Item 12: Anne Cull to bring in epilepsy leaflets, Nicky to throw away old magazines.</p>	<p>JA</p> <p>MT/CC/FG</p> <p>NM</p> <p>DJ AC/NM</p>
6	<p>Press Release: The website will go live in say 2 weeks and a press release will be issued to the Turners Hill and Crawley Down parish newsletters. The flyer will also be distributed at the Village Fayre. (see item 9).</p>	PD/GR/NM
7	<p>Funding: Peter reported the CCG has agreed to fund the PPGs membership of NAPP but nothing else at the moment. They have a £230 million budget for 223,000 patients. They are arranging for a team from Kent to come and advise them (which will cost money). Peter wrote and suggested they could fund each PPG at 10p per patient, equivalent to 0.09% of the money available and that each PPG applying for funding would have to meet certain criteria. This would show that they valued the work the PPGs were doing and would give them some standing. Dr Jefferies said their attitude proved there were doubts on their creditability; they want every practice to have a PPG but are not willing to help fund them. Glynn asked if local PPGs should get together as a united front. Nicky said she would e mail local Practice Managers to gauge their interest. Peter is to attend the next CPRG meeting on 13th August and will discuss this with other PPGs.</p>	PD/NM
8	<p>Membership of NAPP: (see above)</p>	
9	<p>Crawley Down Fayre: Peter suggested handing out information on the PPG, and the website press release. Nicky to investigate a banner and balloons; Caroline to collect raffle prizes from Eve and Peter; Liz volunteered to help on the day. Caroline to ring Jennie to see if she is available for an hour.</p>	PD/NM/LW/CC
10	<p>Online Appointments: Nicky reported that this will hopefully start in September once the</p>	

	<p>staff have had the training. The advantage is that it can be set up to tailor the needs of the practice. This will take some time to sort out. A portion of appointments will be allocated to the online system and the rest by phone. Patients can also make more than one appointment and can book so many weeks in advance but a tracking system will be put in place if this is abused. The text reminder will still be in place. Florrie said that the waiting time for an appointment with Dr Croucher is still 3 weeks. Triage will not be affected.</p>	
11	<p>Ticketing System: Nicky had a received a suggestion via e mail for a ticketing appointment system, as used in supermarket delis. It has been known that 80 people have rung triage or reception on a Monday morning hoping to see a doctor, one third of which are given appointments. If this system was introduced, ie on a first come first served basis, really sick people would miss out. Nicky to reply. Patients will be made more aware of the Saturday clinics as the doctors prefer them to an early morning commuter clinic.</p>	NM
12	<p>Bank Account: Lloyds Bank need 3 signatories, Peter suggested himself, Nicky and Caroline. As the surgery banks with Lloyds, Nicky to ask Debbie if it would make sense to use the same bank.</p>	NM
15	<p>Any Other Business: (Items 13 and 14 were held over until the next meeting) Dr Jefferies reported that the CCG wants a meeting with every practice to discuss the practice intentions for 2014/15 and what areas they want to concentrate on: After much discussion, the Crawley Down doctors have pinpointed:</p> <ul style="list-style-type: none"> • The frail and elderly • Dementia support • Mental health (in particular child and adolescent) <p>They would like the PPGs support on this. Glynn asked if the whole practice should be involved in this, not just the committee. Caroline asked if we might hold a public meeting with the patients to discuss it, with the emphasis on carers, parents etc. This is something to be discussed at the next meeting.</p> <p>Once again the question of whether the PPG should be open to all patients in the practice. Maybe an article on this could go on the website/newsletter.</p> <p>The meeting closed at 9.30 pm. The next meeting will be held on Monday 7th October at 6.30 pm.</p> <p>CRC/13th August 2013</p>	