



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

Monday 7<sup>th</sup> October 2013

**Present:** Peter Dodds/ Glynn Roche – Joint Chair, Caroline Custard – Secretary, Dr Dan Jefferies (doctors rep), Nicky May (practice rep), Florrie Grimwood, Eve Rowat, Mollie Tavani

Agenda Ref:	Minutes	ACTION
1.	<p><b>Welcome and Apologies:</b> Apologies were received from Jane, Jennie, Liz and Anne.</p>	
2	<p><b>Minutes of Meeting held on 12<sup>th</sup> August 2013:</b> These were approved and proposed by Glynn Roche, seconded by Nicky May.</p>	
3	<p><b>Matters Arising:</b>  <b>Item 4: Suggestion Box:</b> There was a new notice and new forms and Jane had passed two items received to the surgery to deal with.   <b>Baby Clinic:</b> Florrie reported that 2 local councillors do not think the clinic will come back to the health centre. <b>Caroline to distribute a questionnaire to the toddler clubs.</b>   <b>Funding:</b> Florrie donated £10 from her fundraising committee at the Park, for which she was given a Vote of Thanks by the Committee.</p>	CC
4	<p><b>New Website Progress Report:</b> Glynn demonstrated the website on the whiteboard and asked for comments:</p> <ul style="list-style-type: none"> <li>• Telephone triage article – it was intended for this article to be provocative to patients to give the surgery a chance to respond – Eve asked why she was not asked for any details when she phoned after lunch (this is one of the contentious areas ); in this case it was urgent, so she was seen anyway; triage need details to prioritise patients</li> <li>• Glynn can see who is visiting the website, how many and from where; some register their details, some don't; registered members can be contacted via e mail</li> <li>• Breakdown of comments for each article – all administrators can moderate comments before they go public</li> </ul>	

	<ul style="list-style-type: none"> <li>• Are unsavoury/nonsense items automatically filtered out? – no we have to go through them manually</li> <li>• Mollie suggested we ask Sue Bicker to put it in her Crawley Down column – <b>Caroline to contact her</b></li> <li>• No other PPG in the area has their own website, they are usually integrated with the practice site</li> <li>• Not enough local people are visiting the site, we need to get the word out; it is on the TV screen and on the suggestion box form. <b>Nicky to investigate putting it on the appointment card</b></li> <li>• If one searches for the site via Google you can get as far as page 70 and still not find it. This may be because PPG is not part of our name so we may have to rethink the name.</li> <li>• Printed newsletter is the next step for getting the word out about the website</li> </ul>	<p>CC</p> <p>NM</p>
5	<p><b>Bank Account:</b> Peter had trouble setting up the account with Lloyds and wrote to the CEO. £250 will be credited to the account when it is set up as a goodwill gesture, so the balance will stand at £300.09.</p> <p><b>Funding:</b> Mollie reported that various local organisations had awarded money to the luncheon club for their minibus. Peter has contacted Crawley Down and Turner Hill Parish Councils, she also suggested the West Sussex Community Initiative Scheme and will try the Crawley Down Website Community Fund. The green counters at Waitrose were also discussed. <b>Peter to submit applications to local organisations with quotes. Caroline to get forms from Waitrose.</b></p> <p><b>Printer Purchase:</b> As we have more chance in getting the money for a specific item, Peter and Glynn proposed we try and get funding for a laser printer. We would be totally independent of outside printers and print as and when needed. , maybe once a quarter. The practice offered to house it but there would be no access at weekends, only evenings. Committee members volunteered to feed and fold the paper (we may be able to buy a folding and stapling machine at a later date). Eve asked if we could hire it out or share it within the community but it was decided it was easier to keep it “in house”. <b>Glynn to do cost analysis.</b></p> <p><b>Newsletter:</b></p> <ul style="list-style-type: none"> <li>• Sub-committee to look in to software for publication</li> <li>• <b>Distribution:</b> inserts in parish magazines in Crawley Down, Turners Hill and Turners Hill Parks. Door to door distribution is not feasible;, but schools, estate agents, dentist and surgeries should be.</li> </ul>	<p>PD</p> <p>PD/CC</p> <p>GR</p> <p>NM/GR</p>

6	<p><b>Suggestion Box:</b> A patient asked if the radio could be turned down. It has only been turned down slightly, as it helps confidentiality.</p> <p>Not many people are using the box. Eve suggested this might be because they sit in the waiting room feeling unwell. Dr Jeffries said the majority of their appointments are for preventative medicine, e.g. jabs, blood tests</p>	
7	<p><b>Use of Upstairs Rooms:</b> Peter's article in the local press will draw attention to the empty rooms upstairs in the surgery. Dr Jeffries pointed out that should the situation change and they become regularly occupied, there could be car parking problems.</p>	
8	<p><b>Appointments:</b> Nicky reported that the online appointments system had begun. Caroline said she hadn't been informed, even though they have her e mail, so how do patients find out about it. There is an online form to fill in. On 10<sup>th</sup> September Nicky did a test, sending out to the 1472 e mail addresses she had and 63 were returned. She wouldn't expect to have one e mail per patient. Glynn asked if the PPG could have these e mail addresses to send articles. <b>Nicky to check this. Glynn to put article on website to encourage patients to give their e mail addresses.</b></p> <p>Florrie said the most common concern she gets at the Park is waiting so long for a specific doctor, sometimes 3 weeks for Dr Croucher. Nicky produced a breakdown for that day. If you are not specific, then there is a 3 day wait; a trainee doctor the next day and Dr Croucher 9 days. Routine appointments are booked on a first come, first serve basis.</p> <p>Eve asked why she was asked by her consultant to see her GP for a 20 minute appointment to review her condition, in addition to seeing him at the hospital. She felt it was a waste of everybody's time as nothing had changed and it took 5 minutes. Dr Jeffries replied that CCGs have informed doctors they want the surgeries to be more pro-active. Although Eve didn't need to see her GP, there are some patients who are slipping through the net, or not getting good hospital care. The government has insisted it's a 20 minute appointment but he feels that surgeries are being drawn in to a tick-box mentality. It results in a lot more work for the doctors but no extra money to employ extra staff. <b>He suggested the PPGs could voice these type of concerns to the CPRG.</b></p> <p><b>Peter to write an article on subject of appointments for the website.</b></p> <p>Caroline reported that the most common concern at the Turners</p>	<p>NM GR</p> <p>PD</p>

	<p>Hill Church fete, especially from older patients, was having to go through Triage, even though that helps the appointment situation, and hopefully cuts down waiting time. Dr Jeffries pointed out that the patient numbers had only increased considerably over the last 18 months but so had the number of doctors .</p> <p>Eve asked why an out of hours doctor couldn't access her records at the Queen Vic. Dr Jeffries reported the IT systems are not compatible and it would be cost prohibitive to make them so. They are trying to introduce a new system where you opt out if you don't want your information available.</p> <p>Dr Jeffries pointed out that if you move to a practice that has a different computer system, all your records have to be printed out, posted and manually entered in to the new practice's system. This either has to be done by GPs or suitably qualified practice staff.</p>	
9	<p><b>CCG Communications and Engagement Plan:</b></p> <p>Peter reported the CCG future plans and expectations look good on paper. PPGs are the front-line troops that give the best grass roots feedback of patients' concerns and views. PPGs are encouraged by the CCGs and appreciated but the only funding they have released so far is membership of NAPP.</p> <p>Peter is attending the next meeting on 8<sup>th</sup> October and intends to raise 'Funding'. Dr Jeffries said the CCG wants to access communication and the PPGs are the obvious place to start.</p>	
10	<p><b>Membership of NAPP:</b></p> <p>A very large information pack is available. Glynn asked if it will be of use to us. Peter said it was the only thing the CCG will fund, so we may as well take it. He still has to be reimbursed.</p>	
11	<p><b>AOB:</b></p> <ul style="list-style-type: none"> <li>Florrie reported that residents in the park can't always get a bus to the Turners Hill or Crawley Down surgeries. A taxi to Crawley Down costs £12.00. The Network organisation of drivers was disbanded due to high insurance. A young mother with twins told Caroline she doesn't know what she would do if the TH surgery closed as she doesn't drive. <b>Peter to write to the bus company.</b></li> <li>Caroline was asked to enquire what the policy for home visits to the elderly is, particularly those who have just come out of hospital. Dr Jeffries said the hospital wouldn't have sent them home if they couldn't cope, whatever their age. He advised they would be asked to go through the triage system if they needed a doctor to visit.</li> </ul>	PD

	<ul style="list-style-type: none"> <li>• Caroline pointed out there is so much about the workings of the surgery that the patients aren't aware of e.g. manually inputting patients notes, she asked Dr Jeffries if he could write an article for the website.</li> </ul> <p><b>Dr Jeffries to write article on changing face of a doctor's role.</b></p>	<p><b>DJ</b></p>
	<p>The next meeting will be held on Monday 2<sup>nd</sup> December 2012 at 6.30 pm.</p>	