



DRAFT

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

Monday 10th February 2014

Present: Peter Dodds/ Glynn Roche – Joint Chair, Caroline Custard – Secretary, Dr Dan Jefferies (doctor’s rep), Jane Armstrong, Anne Cull, Florrie Grimwood, Mollie Tavani

Agenda Ref:	Minutes	ACTION
1.	<p>Welcome and Apologies: Apologies were received from Eve, Liz and Jennie. Dr Jefferies was asked if Debbie would replace Nicky as the surgery rep. To date no replacement for Nicky has been appointed. Debbie would not be replacing Nicky as the surgery rep. The rep would have to have good knowledge of the surgery. The job description for the replacement will include committee work . The committee are disappointed there was no surgery rep and hope it will soon be resolved. Peter remarked it was difficult to work effectively without a surgery rep at our meeting.</p>	
2	<p>Minutes of Meeting held on 2nd December 2013: These were approved and proposed by Glynn Roche, seconded by Peter Dodds.</p>	
3	<p>Matters Arising: Funding: It was decided not to approach Waitrose again for funding. Appointments:</p> <ul style="list-style-type: none"> • Re Doctors reviewing patients who are already being seen by consultants, Peter raised this at the CPRG and they were not aware of the new system. Dr Jefferies said it was a pointless measure and was glad it had gone. • Practice Nurse to replace Mandy will start in 6/8 weeks time <p>Website:</p> <ul style="list-style-type: none"> • 366 hits on the e mail newsletter, sent to 500 registered users, 25% could be spam; the more people that sign up to it, the more information is going out. <p>Bus Company: Florrie reported the THPRA were not willing to help cover costs if an alternative transport to the surgery was arranged.</p> <p>Suggestion Box: Peter put up a new sign, Erica puts forms on seats once a month but it’s not being used, website has taken its place.</p>	

<p>4</p>	<p>Survey:</p> <p>The annual survey is mandatory if the surgery wants to claim £1.10 per patient under the DES regulations. The results must be published by 31st March.</p> <p>2013 – 236 printed/online replies 2014 – 565 online so far (approx. 2000 were sent out to patients who registered their e mail with the practice and the PPG)</p> <p>Replies from patients aged 75 – 84: 60 65 – 74: 100 55 – 64: 200</p> <p>Maybe this last age group is largely retired and has more time to reply. Reminders are only sent to emails who haven't responded. Dr Jefferies thought that there was a requirement under the legislations to obtain at least 50 surveys per doctor, ie 250 in all.</p> <p>Caroline was given a 28 page hard version. She didn't give it out randomly, only to those she could depend on for a reply. The Monday Club leaders said they would have to help the older people fill them in. The printed copy can be reduced to 9 pages if printed both sides. The results have to be entered on to a computer . It can a long time, depending on the number received. Mollie asked if the length could be reduced but Peter said it was a standard form. Florrie to ask those residents at the Park who she knows will fill it in. Caroline said we already have a good response from that over 50 age group. Glynn reported it is quite likely the younger families don't fill it in, as they are satisfied with the service they receive</p> <p>Dr Jefferies to liaise with Debbie re printing the shorter version. Peter to distribute to local schools.</p> <p>There was a vote of thanks to Glynn for his hard work formatting the survey.</p>	<p>PD/DJ</p>
<p>5</p>	<p>Funding Update:</p> <p>£500 received from the Community Initiative Fund after Peter had put his case. Worth, West Hoathly and Turners Hill PCs and the Crawley Down Website Fund rejected applications. TH changed their mind after attending the CIF meeting and gave a further £100, so there is £900 in the kitty. Mollie suggested we re-apply to Worth in September. Peter wondered if it was worth emailing registered users asking for donations. Mollie suggested we list what we have achieved so far to back this up.</p> <p>Peter, Glynn and Mollie to compose an article for the website.</p>	<p>PD/MT/GR</p>

	<p>A colour printer will cost approx £1630, and 1000 sheets of A4 printed in colour on one side £30, though Peter has a contact who is trying to get a better deal. It was suggested a sub committee was formed for the newsletter.</p> <p>A Vote of Thanks was given to Peter for his hard work in raising the money.</p>	
6	<p>Triage: The committee were advised of two incidents involving triage that had been reported on the 'Friends' website. These have both been dealt with by Debbie but as a result Glynn to write a website article on 'GP Call Back Service'. Triage finishes at 12 noon and patients are asked to use the GP Call Back Service. The GPs can't always get back to everyone and receptionists are told not to specify when. Some people wait until the afternoon to ring in, in the hope of getting an evening appointment, which can clog up the system. Jane used triage recently and it worked very well, she found all the receptionists very helpful. The survey results on triage are mixed.</p>	GR
7	<p>CDRA Membership: We are their first corporate member and Peter has put an article on their website.</p>	
8	<p>Bus Company Response and Volunteer Drivers: The Monday Club was unable to help but Peter explained that the Chairman of East Grinstead Volunteer Society, Christine Hardisty, had advised him of a volunteer taxi service being run in East Grinstead and Lingfield by a charity called CARE. It would be similar to Network that was disbanded some years ago. Florrie reported that one resident of the Park was charged £20 for the round trip to the Crawley Down Surgery, as the driver had to wait a while. Peter to contact Christine at the CPRG, Glynn to write a website article on a similar scheme.</p>	PD/GR
9	<p>New Treasurer: Glynn to ask Nicky if she would be willing to remain Treasurer.</p>	GR
10	<p>Health Visitor: Caroline submitted a report on her meeting with the new HV, Angie Partridge. Angie is willing to increase her clinic at the Haven and do development checks at the surgery, if that is what parents want. She will also come and talk to the PPG. Caroline to arrange this and contact Angie re parents' response.</p>	CC

11	<p>New Members: Glynn to write website article asking for new committee members who are willing to be on newsletter subcommittee and Florrie to recruit an additional rep from the Park. We can have a max of 15 members.</p>	GR
12	<p>Suggestion Box Matters: Two items were received, one regarding the TV, the other triage. It was agreed, all issues should always be answered. Peter had written to the former, the latter was anonymous.</p>	
13	<p>Guest Speakers: It was decided we would first invite speakers to our meetings and then open it to the whole practice. Caroline suggested we start with the Health Visitor.</p>	
14	<p>Annual Committee Meeting: This has to be held within 3 months of 31st March. 9th June was agreed upon.</p>	
15	<p>CCG Communications and Engagement Plan: Peter reported the CPRG now has a better footing with the CCG, the new chair is very knowledgeable and a good communicator. Peter and Mike Bright suggested they use the PPGs for communications. The CCG is drafting a second version of their communications plan, following CPRG input.</p>	
16	<p>AOB: Florrie felt the CCGs are putting pressure on the doctors. Peter pointed out that the role of the CCG was laid down by the National Health and Social Care Act 2012. Glynn said we could help the surgery on various levels and Dr Jefferies reported there was very positive feedback from the surgery as to our role.</p> <p>Dr Jefferies gave us an update on staffing:</p> <ul style="list-style-type: none"> • Dr Croucher is retiring on 1st August • Dr Mohammed has taken up a partnership in Gossops Green as from 1st April – at the moment she does 6 sessions and the practice can only afford 5 sessions <p>Mollie pointed out that our practice ratio of patients to doctor of 2000 to 1 is within the national average.</p> <p>Florrie reported that her consultant does not pay for her osteoporosis medication anymore because it is too expensive, her surgery must pay for it.</p> <p>Peter reported there is a new e-petition for the dispensing doctors campaign.</p> <p>Finally Glynn and Peter asked Dr Jefferies if the surgery could clarify that the Summary Care Plan and Caredata are totally different. In the former, your details are shared by other medical</p>	

	facilities, in the latter your details can be sold to insurance companies, pharmaceutical companies and the police can have access. It was agreed to inform the patients on the practice website and our website.	GR/DI
17	Dates of Forthcoming Meetings: 7 th April, 9 th June (Annual Meeting), 4 th August. The meeting closed at 9pm.	