



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

### Committee Meeting

Tuesday 5<sup>TH</sup> August 2014

**Present:** Peter Dodds/ Glynn Roche – Joint Chair, Caroline Custard – Secretary, Dr Alan Clifford (doctors' rep), Peter Robinson (Asst Practice Manager); Anne Cull; Florrie Grimwood, Andrew Nicol, Mollie Tavani, Liz Wigzell. Dave Hook and Marion Welchman (guests)

Agenda Ref:	Minutes	ACTION
1.	<p><b>Welcome and Apologies:</b> Peter welcomed Dr Clifford and Peter Robinson, the recently appointed Assistant Practice Manager. He also welcomed Dave Hook and Marion Welchman from CDRA and the Monday Club. Eve Rowat and Jane Armstrong have resigned from the committee. Eve has offered to help out, where possible.</p>	
2	<p><b>Minutes of Meeting held 5<sup>th</sup> June 2014:</b> Agreed, proposed by Caroline, seconded by Glynn.</p>	
3	<p><b>Matters Arising:</b></p> <ul style="list-style-type: none"> <li>• Suggestion Box to be renamed 'Suggestions and Comments' Box</li> <li>• Footpath – Caroline has reported problem to WPC who have contacted WSCC. It has been allocated a ref no and she will be tracking its progress</li> </ul>	CC
4	<p><b>New Practice Manager and Assistant:</b> Peter Robinson introduced himself and gave the committee details of his background. He was unanimously co-opted on to the committee. Peter Dodds and Glynn to meet with him soon, giving communications top priority.</p> <p>Dr Clifford reported that Debora Suraille has been appointed Practice Manager and will commence on 22<sup>nd</sup> September.</p>	PD/GR/PR
5	<p><b>Report on Florrie's Do:</b> Very successful as a PR exercise and fund raiser. Profit of £66 and Florrie donated another £10. Received a Vote of Thanks from Committee.</p>	

<p><b>6</b></p>	<p><b>Printer and First Newsletter:</b>  <b>Ink:</b> runs out very quickly and should be main fund raising focus; decided to carry on using colours; Peter has bought a full set of inks at discounted price and will sell to the Friends of CDHC when required and funds allow.  <b>Next newsletter:</b> Florrie had received positive feedback from the Park ; if we increase it to 8 pages, the cost will be more than double; decided to stay with 4 pages and no adverts which people like, as it gets the message across; decided to issue every 4 months and use Church and Village to distribute; Peter D to liaise with Vicar re distribution costs;  <b>Subjects:</b> Explain the CCG and CPRG and that the NHS want patients to have a say in how it is run; Dr Croucher’s retirement; Christmas related subjects; flu clinics, fasting rules;  Committee to e mail Peter D with ideas.  <b>Distribution:</b> Marion did not receive a copy; Peter to investigate; West Hoathly/Sharpthorne were not distributed with parish newsletter, Anne to investigate. Would be easier if she had a list of patients but that breaches confidentiality; Glynn asked if we identify patients without internet, could surgery post them; it would depend on cost, Peter R to investigate confidentiality rules. Dave suggested patients are asked as they visit surgery; those with computers could sign up to the electronic version. Florrie commented that the elderly prefer a printed version.</p> <p>Marion suggested volunteers could ask patients for feedback, she was asked recently after a hospital visit.</p> <p>Newsletters not distributed will be placed at TH Park, the Ark, Monday Club, and Surgery.</p>	<p><b>PD</b></p> <p><b>Committee</b></p> <p><b>PD</b></p> <p><b>AC</b></p> <p><b>PR</b></p>
<p><b>7</b></p>	<p><b>Website Renewal:</b>  Paid for the next year.</p>	
<p><b>8</b></p>	<p><b>CCG/CPRG Patient Engagement:</b>  Peter D. Explained the basis of the two organisations. They want to get patients more engaged in decision making. Peter and other committee members made it clear they can only give their own opinions, not those of the whole of the practice’s patients. They suggested that information is circulated to patients via e mails. They can then give their feedback to the CCG either direct or via the PPG. The CCG has taken this on board and contacted the 23 PPGs in the Horsham area to gauge their reaction.</p> <p>Glynn asked if all the PPGs have to agree. Peter pointed out we were the only ones with our own website and not many publish newsletters.</p> <p>Peter R. will check confidentiality rules. Glynn said that 600 people had signed up to the website but it was difficult to identify</p>	<p><b>AN</b></p> <p><b>PR</b></p>

	genuine e mailers. Dave also has the same problem with the village website.	
9	<b>NAPP Renewal:</b> It was agreed that this should be renewed for the year August 2014 – 2015. The cost will be £40 pa but this will be refunded by the CCG. Mollie asked if it was worth us being registered as a charity but Peter reported there was no financial gain.	
10	<b>Surgery Monitor?:</b> Mollie will replace Jane, following her resignation. To liaise with Peter R.	MT/PR
11	<b>Business Cards:</b> People are not using the suggestion box much but the supply of business cards in it has gone. Peter D. to order 500 more, cost £22. They will be handed out at the Village Fayre and other suitable occasions.	PD
12	<b>Article in Church and Village Newsletter:</b> Peter to write brief article for next edition. Also to check if there will be a charge for distribution of our next newsletter.	PD
13	<b>Suggestion Box Matters:</b> <b>Who instigated the PPG?:</b> Nicky May sent e mails to patients who had filled in a survey and following a meeting where Dr Jefferies explained the triage system, Liz encouraged interested parties to attend a meeting. <b>Water Dispenser:</b> It was suggested one should be available in reception especially during the hot weather. Dr Clifford reported this had been discussed but decided against for hygiene reasons. Peter R. said patients could ask reception for water. Anne reported a receptionist had been less than helpful to a very poorly elderly lady on a very hot day recently. Marion commented there was no excuse for such behaviour, their training should cover this. Peter R. to investigate	PR
14	<b>Village Fayre:</b> Approx 2000 attend the Fayre, this year it has a Panto theme . Last year about £10,000 was raised for the village. Sub-committee was formed of Liz, Andrew, Caroline, Peter and Eve. There are at least 6 prizes, goods and cash. May have a childrens' prize too. Will hand out surgery information and business cards. Dave and Marion offered to waive the PPG entrance fee and were thanked by Peter D.	
15	<b>Wearing Name Badges by Surgery Staff:</b> Peter R. advised that staff were now wearing the badges. Caroline suggested receptionists wear a 'Probationer' badge while they are being trained.	

<p><b>16</b></p>	<p><b>AOB:</b></p> <ul style="list-style-type: none"> <li>• Anne asked if the West Hoathly clinics would continue as there had been rumours it would close. Dr Clifford will do the Tuesday clinic and Dr Osoba on Thursday</li> <li>• Anne asked if there were boundary restrictions for each practice. Dr Clifford said once you inform the CCG of your boundary you have to stick to it. You have to be sensible when accepting patients, especially as doctors may have to do a house call</li> <li>• Empty rooms upstairs – the surgery highlighted parking problems from the outset. Idea of a shuttle service from the Haven was mooted at a CPRG meeting attended by Peter D.</li> <li>• Saturday surgeries: From August these will be held on most Saturdays, following a Dept of Health initiative, this information will be on practice and PPG website</li> <li>• Website articles: Services/clinics the practice offers and rules for fasting</li> <li>• Glynn has been appointed a Governor of Queen Victoria Hospital and was congratulated by the committee</li> <li>• Gel next to the sign in screen: Reminder to keep it topped up</li> <li>• Can receptionists keep the patients informed if the doctor/nurse is running late</li> <li>• Florrie thanked Dr Jefferies and St Catherine’s Hospice for getting her husband operated on within 4 days</li> <li>• Mollie thanked the surgery for their quick response in treating her husband</li> <li>• Dave and Marion welcomed the opportunity to see how the PPG works and would report back to the CDRA</li> </ul>	<p><b>GR/PD</b></p> <p><b>PR</b></p> <p><b>PR</b></p>
<p><b>17</b></p>	<p><b>Date for next meetings:</b> 7<sup>th</sup> Oct; 3<sup>rd</sup> Dec &amp; 3<sup>rd</sup> Feb</p>	