



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

Tuesday 6th October 2015

Present: Peter Dodds- Co-chair, Caroline Custard – Secretary, Dr D. Jefferies, Debra Suraille, Peggy and Dave Close, Anne Cull, Florrie Grimwood, Molly Tavani, Liz Wigzell

Agenda Ref:	Minutes	ACTION
1.	<p>Welcome and Apologies: Apologies were received from Glynn. Peter welcomed visitors Kalpna Raval and Lindy Corio to the meeting.</p>	
2	<p>Minutes of Meeting held on 11th August 2015: Item 3: for 'item 13' should read 'item 11'; item 12 'Atrial Fibrillation' misspelt. Minutes were proposed by Peggy, seconded by Dave and unanimously accepted.</p>	
3	<p>Matters Arising: Item 4: Footpath – Peggy reported some work has been carried out on the path. Caroline has contact at WSCC who will contact her when next inspection is due. Caroline has requested it is soon, as autumn/winter are the worst times. Item 5: Florrie asked that the receptionists are more patient when dealing with elderly patients who are hard of hearing. Molly reported there is one receptionist who is rather abrasive, whereas the others come across as very helpful and supportive. Debra to deal with this. Dr Jefferies also pointed out that the receptionist does not know what the wait is for each doctor. The doctor has to balance not rushing the patient against not getting too far behind. The accepted average is 12 minutes. Other matters arising will be discussed under separate headings.</p>	DS
4	<p>The Fayre: Agreed it was a success, especially photos competition, profit of £139.35 towards bp machine.</p>	
5	<p>Initiative Fund and grant for BP Machine: Application was rejected 3 votes to 2. The committee thought the surgery should buy it, or use 'other statutory means'. Peggy suggested not asking for the whole amount next time. There is £18,000 remaining in the Community Initiative Fund which has to be allocated by March 2016. Two more meetings will be held before then to assess applications. The money does not get 'rolled over' to the next financial year. Debra said the decision implied they were criticising the doctors for their business acumen</p>	

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	<p>but the committee don't have to reveal the reasons behind the refusal. Dr Jefferies said it is very frustrating , as the NHS does not understand that more money is needed and the public's perceptions are always a long way from reality. Debra pointed out the monitor is an extra service that the surgery provides, otherwise the patient would have to get one from another source. The surgery is not allowed to have an equipment fund any more. Peter to enquire if we can appeal and re-apply and contact our district councillors for their support , in the first instance.</p>	<p>PD</p>
<p>6</p>	<p>Printer Colour Image Drums: Colour image drums need replacing so that we can use the colour ink we have. Manufacturer has offered a 20% discount to replace them as he didn't explain the full implication when they were purchased. Current Account has £370, drums will cost £241 It was agreed to purchase them as the newsletter has more impact in colour. With our CA and bp fund now standing at £129, Peter to contact the various local organisations for possible donations.</p>	<p>PD</p>
<p>7</p>	<p>Table in Surgery: It has had an encouraging start. Patients are willing to express their views; on the whole they were positive; donations were made and we sold a few items; most people read their newsletters; article by Dr Dan went down well West Hoathly patient wishes her newsletter was delivered. Anne is not having any luck with distribution but patients can contact her personally for one. TH Park Resident offered to help deliver them, Florrie to ask shop to hold copies. Next table Wed 21st October.</p>	
<p>8</p>	<p>Suggestion Box Matters: Nothing in box.</p>	
<p>9</p>	<p>Richard Ramsey appt complaint/suggestion: Mr Ramsey suggested there was a '3rd' appt tier of patients who were not urgent but needed to be seen in a couple of days. Dr Jefferies said that short-term appts were unavailable as there were not enough doctors and it would be very difficult to choose patients who fit this criteria. The surgery is fully staffed with doctors apart from 2 sessions. Debra to reply.</p>	<p>DS</p>
<p>10</p>	<p>Prescription changes for those collecting at surgery: Janet is leaving at the end of October. In December the prescriptions will be processed by the doctors electronically and they will email them straight to the pharmacy. If you cannot use</p>	

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	the surgery dispensary as your dispenser, the village pharmacy or Kampsons will be the main dispensers, although the drug run will still operate for those that request it. If there are any queries/mistakes with your prescriptions and you re-order them online, you can make comments in the box provided.	
11	Newsletter Update: Lots of favourable comments online and in surgery. Peter read one out that reflected the interest and appreciation shown in Dr Jefferies' article. Molly suggested we ask other members of staff to write about their day, eg nurse, receptionist. Kalpna suggested an article explaining why the surgery has asked the committee to help fund a bp monitor.	
12	Xmas Stall: CDRA running Xmas Stalls when Xmas Lights are turned on 5 th December. Emphasis on the children. Molly to form sub-committee.	MT
13	AOB: <ul style="list-style-type: none"> • The PPG website has been discussed at the last CPRG meeting and the CCGs are being encouraged to consider using it. Peter and Glynn to do a presentation at the next CCG meeting • Debra requested short article on PPG website asking patients to avoid asking for emergency prescriptions on a Friday • Philip Coote, WP and Mid Sussex Councillor has shown an interest in the PPG and is to be invited to the next meeting • Following many criticisms on the Crawley Down Facebook page, it was suggested the practice write an article for the website/newsletter 'Why is general practice struggling?' 	PD/GR PD PD DJ/DS
14	Dates of Forthcoming Meetings: The next meetings will be held on Tuesday 1 st December, Tuesday 2 nd February 2016 and Tuesday 5 th April 2016.	

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