



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

Tuesday 2nd February 2016

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

Agenda Ref:	Minutes	ACTION
1.	<p>Welcome and Apologies: Apologies from Liz. Peter welcomed Evelyn Rock from Riverside Horsham PPG. It was agreed that Phillip Coote should be invited onto the committee as a co-opted member. Peter to action.</p>	PD
2	<p>Minutes of Meeting held on 1st December 2015: Proposed by Florrie Grimwood, Seconded by Glynn Roche, unanimously accepted.</p>	
3	<p>Matters Arising: Item 14: Anne reported that W. Hoathly patients were very upset that the satellite surgery is to close. There is no bus from the village to Crawley Down and the patients always hoped it would be reinstated. Many were also unaware of this, as the newsletter is difficult to distribute. The parish magazine won't include it. Patients have been informed of the situation via the surgery and PPG website but not individually. Debra and Dr Jefferies to look into attaching a short message to prescriptions for both W. Hoathly and Turners Hill patients.</p>	DJ/DS
4	<p>Constitutional Changes: New committee members are voted in by existing committee members and they must be registered patients of the surgery. It is not clear in the constitution whether co-opted members have to be registered patients. It was suggested that the wording should be changed to "All registered patients of CDHC are regarded as members of the Friends of CDHC". These two aspects to be discussed at the Annual Meeting, when attendees can raise queries with the committee.</p> <p>Dr Jefferies said it has to be an automatic membership when patients register. It would be too much work to do it separately and patients have not raised any objections so far.</p>	
5	<p>Newsletter No 5 and circulation in TH: TH circulation sorted but extra helpers are needed. Peter to contact Scouts and Guides but</p>	

Agenda Ref:	Minutes	ACTION
	<p>likely to be Health and Safety issues. Certain areas in Crawley Down are not getting our insert with the parish newsletter. Members were asked to make a note and Peter will investigate.</p> <p>Dr Jefferies reported lots of positive feedback on the Day in the Life article.</p>	PD
6	<p>BP Monitor updated and next project:</p> <p>The monitor has been purchased and is up and running. The defibrillator needs a new battery but that model has been superseded, and new batteries will be unobtainable. CQC regulations mean the pads also need replacing regularly. It doesn't get used regularly in surgery, so a replacement is not top priority. Debra to discuss another item with the doctors and advise Caroline asap.</p>	DS/CC
7	<p>Fund Raising and Finances:</p> <p>Our application to the Village Website Community Fund was unsuccessful. Our accounts are showing a surplus of £131. The printer needed a new fuser which cost £98. Mollie requested that money for any fund-raising project is kept separate. Peter reported that to print the newsletter by an outside agency would cost approx £200 for 3000 copies locally. Glynn and Peter to reanalyse the cost of using our printer. Obtaining sponsorship for each newsletter was discussed as a future possibility.</p>	GR/PD
8	<p>OneCall Public Meeting:</p> <p>A public meeting is to be held on 23rd February in the form of working groups to get the public's feedback on how to streamline urgent care provision, ie so that people get the right treatment quickly. Dr Jefferies pointed out that 111 is supposed to provide this service but it has failed. The CCG is hoping to engage more parents and their children, as it is this group that will benefit from it in the future.</p>	
9	<p>WebGP Trial Progress:</p> <p>Our practice is the first one in the area to introduce this on a trial basis. The CCG is funding it for one year. It is costing about 70p per patient to run. Patients can report their medical problem to the surgery via the internet. To date 18 patients have used it since 1st January. Eventually data will be produced to gauge how successful it is. Dr Jefferies explained that if the end result is that the doctor is not used, then it is a success, as his time can be used elsewhere. Doctors are hoping that this may prove to be one way of resolving the appointment problem. Commuters are one section that can benefit but it is very important that patients answer the right question when filling in the online forms. There are issues with the privacy statement and Glynn is working</p>	GR

Agenda Ref:	Minutes	ACTION
	with WebGP on this.	
10	<p>Suggestion Box Matters: Positive comment from patient was passed to Debra for her to acknowledge and reply to. The “missed appointments” article generated comments. It was suggested the practice could charge but they wouldn’t get the money, the CCG would. Dr Jefferies didn’t think that would make much difference. He explained that there is no one way to deal with it. There are not many repeat offenders. Carers often make the appointments. The text reminder has helped.</p> <p>Mollie asked Debra why nurses often seem to run late, even early in the day when there are many fasting blood test appointments. She said this happened very rarely and they always had paperwork to complete before seeing the next patient. Sometimes they are asked by a doctor to perform an emergency ECG which would delay appointments. Caroline suggested a longer appointment might be needed with them. Maybe an article on their role for the next newsletter would be useful .</p>	<p>DS</p> <p>PD</p>
11	<p>Table in Surgery: Comments on the whole are very positive. Waiting time for appointments and in the waiting room is always mentioned. Debra reported one of the nurses is to take on the role of Care Co-ordinator for the over 75s. Article on this will be in next newsletter.</p>	<p>PD</p>
12	<p>Replacement Co-Chair and Secretary: Peter and Caroline intend to stand down as Officers at the Annual Meeting. Peter has asked for volunteers in the latest newsletter and will ask Philip Coote if he has any suggestions.</p>	<p>PD</p>
13	<p>AOB:</p> <ul style="list-style-type: none"> • Peter passed on a complaint to surgery re treatment • Blank prescriptions have been received with medicines, Debra to look in to this • Does the surgery accept private appointments from patients? It was suggested they contact a private company like BUPA or Nuffield • It was reported that Costcutters are not insisting patients signed for their meds, on collection. Debra said it was Costcutters’ responsibility to ensure this, not the surgery’s • It was noted that the village pharmacist delivers to Turners Hill, Kalpna pointed out that all pharmacists do nowadays • Glynn asked if patients’ attitudes have improved and Debra reported there has been a significant improvement 	

Agenda Ref:	Minutes	ACTION
	<ul style="list-style-type: none"> • A disabled parking bay has been provided in front of the pharmacy. Glynn to put an article on the website 	
14	<p>Dates of forthcoming meetings: The date of the next meeting will be Tuesday 5th April 2016. The Annual Meeting will be held on Tuesday 14th June.</p>	

CRC/14th February 2016