

Cuckfield Medical Practice Patient Participation Group

Notes of Meeting – 1.00 pm 1st May 2014 at Cuckfield

Present	Carol Pearson (CP)	Emily Hutchins (EH)
	Pamela Goring (PG)	June Raeburn (JR)
	Anne Hazel (AH)	Don Walker (DW)
	Eddie Hazel (EJH)	Marion Walmsley (MW)

Apologies received from: Chris Goring, Marilyn Walker, Suzanne Reid

In attendance: Cindy Franzel (CF), Sam Shearman (SS)

1. Welcome and Introductions.

2. Minutes from Meeting 5th March

The minutes of the previous meeting were reviewed. The only correction was the date of the Horsham and Crawley Commissioning Group AGM, which should read 24th July 2014 (last paragraph, page 3). Other than this correction, the minutes were accepted as a true record of the meeting.

Matters arising therefrom:

- The PPG article has been completed. **Actions:** EH to arrange for it to be placed in the Bolney Parish Magazine and in RH Uncovered. MW to arrange for it to be placed in Cuckfield Life.
- The **CQC inspection** of the Practice had been extremely good with a positive report outcome.
- The **new telephone system** has been introduced. The response and performance has yet to be determined.
- **Prescribing of medications** is still an issue to be resolved. Education on the benefits of all medications being issued at one time still needs to be undertaken. This message will be disseminated as much as possible by way of the newsletter, website, Waiting Area Screen Display, Reception Area Notice Board, PPG communication etc.
Discussion took place on the merits of the actual cost of the drugs/medicines shown on the items or prescriptions, however this sort of information is not currently disseminated to patients.
- **Communication.** The need to obtain the email &/or mobile phone numbers of patients with consent to communicate general matters in this manner was again discussed along with the means to do so. Whilst this medium will increase and predominate in future, it is acknowledged that there will be patients who do not have these facilities and need to be considered. In that regard, post and telephone will be the necessary means but where possible the concept of a 'buddy' system with patients that can receive and pass on electronic communications needs to be identified and developed. A record of patients' that

do not have email and mobile phone needs to be created. This to be considered with SS.

- **Newsletter.** The production of the newsletter is still outstanding.
- **Reception Area.** The area layout is being re-designed with the introduction of queuing barriers for privacy and order, and also the check-in screen, comments box and notice board re-located.
- **Dedicated Doctors.** This is not practicable within the new dynamic of a Medical practice but it will be adopted for patients over 75 years of age in line with Government guidelines.

3. Patient Participation Report 2014 – next steps

The formation and purpose of the PPG as a response to a Government 'requirement' was acknowledged. The PPG was founded some 18 months ago and although the Practice was strongly encouraged to develop one, it is hoped that it has made a difference and made a tangible contribution. The successful PPG led patient survey is an example of its added value.

It was generally felt that this was the case and that the views of CF on the matter should be sought. CF, and SS, should be asked for their views and opinion on how the PPG is perceived and also how it can help and contribute in the future, for example, perhaps with SS on communicating with the wider patient population.

4. PPG awareness week 2 – 7 June.

After discussion it was decided that no specific activities would take place during this period as awareness of the PPG is an on-going matter and that it would be better to arrange a more focussed session later in the year, perhaps with a speaker or stand.

SS Joined the meeting for a session on communication developments.

SS has been busy since our last meeting addressing a more pronounced 'house' style for the practice, a new website and a review of the Practice Booklet.

- **The newly designed house style format** has been used for two posters explaining the 10 minute appointment system. One poster is topic based the other with more detail. These will be used at Cuckfield and The Vale and the message also conveyed by way of the website and the waiting area viewing screen. It was suggested that it could also be used as an article for the local magazines. SS to liaise with EH in that regard.
- The **new website** was demonstrated and the key features explained. It will be a significant improvement on the existing website. SS agreed to share the new format with the PPG members for review and comment before the official adoption and launch. It was suggested that a feature on the PPG be added for Patient information.
AH referred to the other conflicting and confusing Cuckfield Medical Practice websites on Google, which are very much out of date. SS advised that these

could not be removed but would disappear from the top of Google searches in due course from lack of use.

- **Practice Booklet**; SS has also reviewed and updated the practice booklet to be provided to new patients for information. The booklet will also be used to inform and attract new patients from the new developments and new district incumbents. DW observed that any significant increase in the patients would lead to additional practice resources being needed. The booklet will be available in soft copy PDF format as well as the printed version and also on the website.
- SS explained that the **waiting area screen** was to be re-vamped as soon as the website was completed and commissioned. The target date for this is the end of June.
- **PPG involvement and help**. SS commented the support of and help from PPG would be much appreciated. She will identify areas where this can be applied and advise accordingly. Previewing new initiatives and concepts / documents is a possible area.

SS left the meeting. **CF Joined the meeting.**

The matter of the **PPG Awareness Week** was discussed. It was agreed that an event would take place during the autumn, planning for which would take place at our July meeting. Topics for such an event were considered and EH suggested Key Topic speaker, website presentation / demonstration. Other ideas were the PPG, what it is what it does, self-management/ lifestyle and health.

CF referred to the District Council '**Wellbeing**' initiative. They could be asked to attend a future PPG meeting to advise on what they do, how they operate, their range of services and publicising their existence and benefits in conjunction with the practice. CF to provide contact details to CP.

CF was asked **how the PPG is perceived by the Practice** (Doctors, Nurses, Managers etc.) and she advised that they are a very welcome addition with obvious tangible benefits.

It was suggested that the PPG may be able to help more as a voluntary resource assisting with the workload (where practicable) and aiding the efficiency, development and economics of the Practice. There are a number of willing helpers with time, experience and ability on hand. CF felt that this was desired and how this can be developed and achieved is to be considered with her colleagues.

A O B – None

Date of next meeting – 17th July 2014: 1.00 to 3.00 pm at Cuckfield.