

Cuckfield Medical Practice Patient Participation Group
Notes of Meeting – 1.00 pm 17th July 2014 at Cuckfield

Present	Carol Pearson (CP)	Marilyn Walker (M*W)
	Pamela Goring (PG)	Don Walker (DW)
	Eddie Hazel (EJH)	Marion Walmsley (MW)
	Emily Hutchins (EH)	

Apologies received from: Chris Goring, Anne Hazel, June Raeburn

In attendance: Julian Newhill (JN) and Karen Kelly (KK) from Integrated Health Clinic
Dr Sarah Burns (SB) and Dr Daphne Coutroubis (DC)

1. Welcome and introductions

CP invited the attendees to introduce themselves.

2. Presentation from Integrated Health Clinic – Julian Newhill and Karen Kelly
(see website <http://www.integratedhealthclinic.co.uk>)

JN and KK informed the meeting of their qualifications, knowledge and experience in their respective fields of Osteopathy and Massage Therapy and also their terms of services. They operate together as Integrated Health Clinic (IHC), which is a private [commercial] company, and charge for their services. They will operate from Cuckfield Medical Practice on Wednesday afternoon each week for any persons requiring treatment, i.e. not only CMP/Vale patients. They are not affiliated to the NHS but are recognized by some of the other private medical providers (not BUPA and AXA). SB and DC advised that should osteopathy or massage be a recommended treatment they could not refer a patient to any particular clinic. However, the presence of JN and KK (IHC) will be made known by their own marketing endeavours. After discussion it was agreed that whilst this service was a welcome addition to CMP the PPG cannot directly promote or advertise their services, which was acknowledged and understood by JN and KK

CP thanked JN and KK for their attendance and representation and they both left the meeting.

3. Minutes and actions from 1st May meeting

CMP Article – It was acknowledged that the article published in the various local parish magazines was a great success. MW was congratulated for her original work in creating it.

MW advised that the editor of the Cuckfield magazine had informed her that in future a charge of £85 per article would be levied. Bearing in mind the type of article and its value to the community MW agreed to try to have this charge waived or reduced for our submissions.

If the charge cannot be waived then the possibility of it being met from the Practice marketing budget (Dr Angie Gurner) was raised.

EH asked whether the PPG were an information conduit or marketing.

This led to discussion on the role of the PPG in marketing and the promotion of the practice, which concluded that we are currently in a re-active, rather than pro-active position.

EJH commented that as the PPG was 'imposed' upon the Practice it would be helpful to find out what the function of a PPG was envisaged to be when the

Government 'encouraged' [required] Medical Practices to form them. Also, what the Practice sees our role to be in various areas and where we can be most effective.

Continuing enquiry of the practice (Cindy Franzel, Dr Angie Gurner and Sam Shearman in particular) will be essential. We will continue to consider our role as we expect the PPG's role to evolve and develop in the face of NHS developments, such as the co-commissioning of primary care.

Autumn Function (in lieu of the PPG Awareness Week) – Various suggestions were made on what to do which embraced; speakers on key topics, information days, an open day with tours of the practice et al. After discussion it was agreed that, on reflection, it would be too challenging at this juncture to proceed with such an event and that overall we had made good progress so far as a PPG in the relatively short time of establishment and with the numbers involved and available. Asking the Practice what more we can do to assist is a good way forward.

It was also suggested that we could liaise with a more established PPG, such as the Dolphin, to gain some ideas and experience from them or perhaps run joint events if appropriate.

4. **IPSOS-Mori GP survey results online**

<http://gp-patient.co.uk/practices/H82005/questions>

CP said that Angie Gurner (AG) had brought this national poll survey to her attention. The Poll is quarterly random questions and a review of the Poll results indicate that in the main CMP came out better than average in the majority of areas. Unfortunately, it is not the most useful survey to PPGs – you can't print reports from the website and it is difficult to see results alongside those of the CCG, or the national average. It would not necessarily inform us of areas for the PPG to investigate, as it is less focused (and has far fewer responses) than either our flu clinic or practice questionnaires.

The Poll results may, however, enable patients to choose which practice to join based on the information. CP to give feedback to AG from PPG.

The BT fault causing the telephone lines to be 'down' was raised and EJH commented that the emergency line given just diverted to a fax machine. The practice coped well throughout the period that telephone lines were out.

5. **Feedback on new website**

Overall the design and layout of the new website was considered to be very good. However, MW commented that she had quite thoroughly reviewed it and found that there were errors, particularly in the surgery appointment times (e.g. 2 am to 6 am) that need to be corrected and also numerous spelling mistakes. We understand Sam was under some pressure to launch the new website which is why it had not been proof-read as fully as intended. MW undertook to raise the errors with Sam for correction.

The use of the PPG area has also to be considered. M*W to draft some text for CP.

6. **Regular articles for Village Life et al**

This topic has been dealt with under 3 above. It is generally agreed that putting

articles in the Parish Magazines is beneficial and should continue.

7. Gardening day on 2nd August

CP, EJH, DW along with Sam are able to assist on the gardening initiative. Sam will determine what needs to be done. EJH undertook to bring a range of gardening equipment and a builders bag for waste collection. DW will also bring some builders bags for that purpose.

8. AOB

None.

9. Date of Next Meeting

After discussion it was concluded that afternoon meetings were the most practical.

The date for the next meeting was provisionally decided to be 25th September, 2014 at 1.00 pm at Cuckfield.