



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

### Annual Meeting

Tuesday 14<sup>th</sup> June 2016

**Present:** Peter Dodds- 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.	<b>Welcome and Apologies:</b> Apologies from Glynn and Phillip. Peter welcomed Judith Dayus and Najma Osman.	
2	<b>Minutes of Meeting held on 5<sup>th</sup> April 2016:</b> Proposed by Florrie, seconded by Peggy. <b>Matters Arising:</b> Item 7 – colour ink? Item 10 – elephant legs, chairs with arms – Debra reported if chairs with arms are placed alternately by chairs without, they help alleviate the problem. Elephant legs are on order. Item 13 – Peter contacted Claire Tester, who has left that post. Head of Dept not aware of proposals but will forward details to her replacement	
3	<b>Election of Committee Officers:</b> Caroline to step down as Secretary, Kalpna to take over. Peggy to become Treasurer. Peter reported that our group is highly respected in the area, especially for its website. He wants to continue serving as a lay rep on the Locality Committee and will attend CPRG meetings, unless someone else on the committee wants to do it. He will stay on as Acting Co-Chair until a replacement is found. Newsletter Editor: Caroline to contact local schools to see if they can suggest anyone Kalpna and Peggy were unanimously elected as Secretary and Treasurer. Glynn to update web details.	CC  GR
4	<b>Change to Constitution Wording:</b> Item 6 – ‘Membership’ shall now read: All registered patients of The Crawley Down Health Centre are regarded as members of the Friends of The Crawley Down Health Centre and shall have the right to raise any query or point with the committee relevant to the Health Centre.	

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5	<p><b>Newsletter No 6:</b> Ready for distribution with next Village Newsletter end July. Update re Staffing Issues: Dr Osaba's maternity leave is being covered by locums. One lady locum has asked to do more hours from October onwards. She will be almost full-time, funded by NHS Eng. At the moment we are 2.5 doctor sessions down per week. The doctors' structure is partners who are Drs Clifford, Jefferies and Osaba; full-time salaried doctors working 8 sessions per week (a session is either a morning or an afternoon) and part-time working 6 sessions per week. Peter to make minor amendments and send to vicar by 24<sup>th</sup> July.</p>	PD
6	<p><b>Doppler Machine:</b> Phillip contacted WPC and an application was made for funding the Doppler. WPC agreed to pay the balance. Debra to provide Peter with copy of invoice when purchased. Surgery in discussion for next fund-raising project, either a new ECG machine, cost approx £2000. Present one is 10 years old and costs about £3/400 to be serviced. Hospitals charge primary care for patients' ECG visits. Committee asked them to suggest smaller items as well. The batteries in the defibrillator are now obsolete and they only last a year but it is hardly used.</p>	DS/PD  DS/DJ
7	<p><b>Finances:</b> The £157 left from the BP monitor is still available towards the Doppler.</p>	
8	<p><b>New Doctors:</b> See item 6. Dr Jefferies reported that 3 surgeries in East Grinstead have closed their books. When this situation occurs, NHS Eng allocate patients to the closed surgeries. Receptionist will give patients the NHS Eng phone number for re-allocation. When a patient leaves a surgery, their records go to the PCSS first, then onto the new practice, not straight to the practice.</p>	
9	<p><b>WebGP Trial Progress:</b> Currently receiving about 10 to 21 enquiries per week, mainly queries that aren't urgent enough for triage, eg requiring a letter for a consultant. Younger patients tend to use it. It started on 1<sup>st</sup> January and we are still waiting for data to clarify how many patients are being dealt with and how effective it is. Sometimes it would save the doctor's time if they just left a message with reception, requesting he ring them. It's better for the patient than the doctor. It's running as a free pilot scheme at the moment but the practice will need resources to run it after the year's trial is up, should they choose to carry on with it. Dr J advised if you need a cholesterol test, you should ring reception. And not do it via WebGP.</p>	

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10	<p><b>Suggestion Box Matters:</b> Two were received, one anonymous and Debra will reply to the other .</p>	DS
11	<p><b>Elephant Legs, Arms on Chairs:</b> See item 2.</p>	
12	<p><b>Table in Surgery:</b> Very positive comments on the whole. One patient mentioned lack of communication with outside agencies for a disabled person in her own home. Dr J reported it now has to take place by phone. It was much better when online.</p>	
13	<p><b>AOB:</b></p> <ul style="list-style-type: none"> <li>• NAPP have released a report on starting PPGs</li> <li>• CQC report, not expected until end July. After visit on 12<sup>th</sup> April, Peter requested meeting with CQC as he and Caroline felt the standard of the surgery and the PPG were being prejudiced by the calibre of the interviewer. Their representative was very apologetic and did everything she could to amend the situation.</li> <li>• Do any of the doctors specialise? – Dr J reported they do and the CCG wants local surgeries to share their expertise. There is no incentive to specialise as their time is taken up with so much paperwork but a lot of money and time would be saved if they could. Committee to look into arranging talks locally on eg ME, dementia.</li> <li>• Florrie reported that prescription pick-ups are still being delayed at The Park. The dispenser is blaming the doctors. Debra explained that EPS prescriptions go straight to the pharmacy but dispensers are not being included on the list. This is being rectified which will save time.</li> <li>• Peggy asked if pharmacists keep track should patients ask for medication too often. Dr J reported that it comes up on the system .</li> <li>• Village Fayre: Mollie and Caroline need Teddies in good condition and help on the day.</li> </ul>	Committee
14	<p><b>Dates of forthcoming meetings:</b> The date of the next meeting will be Tuesday 2nd August 2016,. The following two meetings will be held on Tuesday 4<sup>th</sup> October and Tuesday 29<sup>th</sup> November.</p>	