



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

**Meeting number 44 - Tuesday 1<sup>st</sup> October 2019**

**Committee Members:** Glynn Roche (GR), Elena Golubchenko (EG) Secretary, Julie Cooper (JC) Treasurer, Peggy Close (PPC), Dave Close (DC), Bob Johnson (BJ), Mary Ealing (ME), Sue O'Hara (SO), Judith Dayus (JD), Caroline Custard (CC), Richard Dyer (RD), Eileen Dyer (ED), Dr. Dan Jefferies (DJ), Bernadette Chipp-Smith (BC)

<b>Agenda Ref:</b>		<b>Action</b>
1	<p><b>Welcome &amp; Apologies</b></p> <p>Minutes: Glynn Roche (GR)</p> <p>Apologies: Sue O'Hara (SO), Judith Dayus (JD), Elena Golubchenko (EG)</p> <p>The committee thanked Peggy Close (PPC) for her great contribution as Treasurer.</p> <p>The committee welcomed:</p> <ul style="list-style-type: none"> <li>• Bernie Chipp-Smith as our new Practice Manager</li> <li>• Julie Cooper as our new Treasurer.</li> <li>• Faris Zayida who is an FY2 doctor with the practice as part of his training.</li> <li>• Philip Coote (PC) as a guest participant.</li> </ul>	
2	<p><b>Minutes of last Meeting / Matters Arising</b></p> <p>Proposed: Caroline Custard (CC)</p> <p>Seconded: Richard Dyer (RD)</p> <p><b>Completed / Closed Actions</b></p> <p><b>41-09:</b> GR survey action. Closed as it is covered in 40-06.</p> <p><b>41-11:</b> EG to investigate East Grinstead September wellbeing event. PC reported on the event in the meeting.</p> <p><b>43-03:</b> DJ to investigate use of photos to be displayed. Closed.</p> <p><b>43-05:</b> GR to look into options for increased visibility. Closed.</p> <p><b>43-07:</b> DS to send info. Closed.</p>	<p><b>Open Actions</b></p> <p><b>38-11:</b> EG article on the Urgent Treatment Centre. Ongoing.</p> <p><b>38-14:</b> DS to look into photos of the doctors. Transferred to BC with DJ recommendation for this to contain doctors, nurses and management. Ongoing.</p> <p><b>38-15:</b> GR to explore poster options promoting what we have done, what we are working on etc. CC volunteered to assist with this. Ongoing.</p>

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	<p><b>43-08:</b> DJ to share PPG chair contact details with EG and GR. DJ contacted the practices and no response received. Closed.</p> <p><b>43-09:</b> DJ to investigate. Closed.</p>	<p><b>39-10:</b> EG to provide the leaflet for the NHS referral Service. Ongoing.</p> <p><b>40-06:</b> GR to collaborate with DS on email lists, data consent and questionnaires content. Ongoing, now with BC. See</p> <p><b>41-08:</b> GR to explore ways to make the box more visible / accessible. Ongoing.</p> <p><b>41-12:</b> BJ exploring TH Park options in the April AGM of the TH Park residents association. Ongoing.</p> <p><b>41-13:</b> RD to engage DS re badges. Ongoing. Checking options without the logo to allow larger font size for names. Ongoing. Now with BC.</p> <p><b>42-08:</b> GR to contact Chair of Domewood RA. Ongoing. CC will take over on this item.</p> <p><b>42-10:</b> GR to distribute previous survey to the committee members. Ongoing.</p> <p><b>43-01:</b> DS to obtain more details on the products and total costs for a decision to be made. Transferred to BC.</p> <p><b>43-02:</b> DJ to continue identifying further goals that would benefit patients and their treatment. Ongoing.</p> <p><b>43-04:</b> DS to provide the provide the DNA figures so it can be shared and as a conversation point at the patient Table in Surgery and also sharing on website. BC advised that the information is on the practice web site. Ongoing.</p> <p><b>43-06:</b> EG to investigate and participate. Ongoing.</p>



3	<p><b>Financial Position</b></p> <p>Current funds stand at £1,623.19 in the bank plus £17.64 in cash and £8.00 in a float.</p>	<p><b>44-01:</b> Agreed to bank the £17.64. JC.</p> <p><b>44-02:</b> Agreed to update the bank mandate with JC, PC, CC and GR as signatories retaining the need for 2 signatures on transactions. JC investigating.</p>
4	<p><b>Fundraising / Next Equipment Project</b></p> <p><i>Next Equipment Project:</i></p> <p>Discussed the specific requirements for the Ear Camera and Paediatric Pulse Oximeter and detailed product details to be collected. DJ to obtain. All agreed (at the end of the meeting) to proceed with the purchase.</p> <p>Discussed the need for a pipeline of equipment needs along with their priority and benefits to patients along with explanation how these items are beneficial to patients but not normally funded by the NHS in practices. One specific idea to be explored is a Holter Monitor which is an ECG which is worn by a patient for a period of time.</p> <p><i>Fundraising Activities:</i></p> <ul style="list-style-type: none"> <li>• Turners Hill fayre raised £100 with an expense of £10 raising £90 for the PPG funds. Great engagement with the public as well.</li> <li>• Crawley Down Fayre raised net £133 for PPG funds.</li> <li>• Coffee morning planned for 5<sup>th</sup> November at Auchinleck.</li> <li>• CC enquired about the possibility of creating a flyer for use at the Haven Centre.</li> <li>• BC advised of an initiative where practice team members have been challenged to each own a notice board including one on what is going on locally. This could be used to promote PPG activities.</li> </ul>	<p><b>44-03:</b> DJ to obtain specific info on the target items for purchase.</p>

	<ul style="list-style-type: none"> <li>• PPC suggested a fish and chip supper idea to raise funds in conjunction with British Legion or other local visible causes.</li> </ul> <p><i>Grant Applications:</i></p> <p>PPC advised writing to Worth Parish Council seeking support for the also the possibility to go the County Local Committee for grants. The CLC meet 4x/year. JC advised that this is done in conjunction with spacehive to show local community support for the cause.</p>	
5	<p><b><i>Newsletter update</i></b></p> <p>Discussed the need for contributions on interesting or useful patient information.</p> <p>Agreed to identify the newsletter in terms of seasons rather than a specific month – to extend its relevance to patients over time.</p>	
6	<p><b><i>Table at the surgery / Patient Feedback</i></b></p> <p>CC advised that, owing to holidays, the table has not run since last meeting but will continue. RD expressed interest in taking part in future tables.</p> <p>Discussed the benefit in having 2 members of the committee present each time.</p> <p>BC happy to publicise on the practice web site the dates when the table will be present.</p>	
7	<p><b><i>Suggestion Box Matters</i></b></p> <p>No new matters.</p>	
8	<p><b><i>Patient Engagement Plan</i></b></p> <p>BC identified that the practice Friends and Family survey has just been opened up for patients to be able to comment on their experience. BC to provide feedback at next meeting. The F&amp;F survey could also be extended to ask patients a question based on PPG recommendation.</p> <p>Discussed options for running a survey both online and in print form.</p>	<p><b>44-04:</b> GR and BC to explore options for a survey.</p>

	<p>BC mentioned the work being done by Mandeep (one of our part time GPs and who has a special interest in cancer) and the challenges of getting information on his events out. Agreed to explore how the PPG can use / support this.</p> <p>Explore whether Mandeep would be willing to write material for the newsletter.</p> <p>PPC suggested use of the newsletter to promote screening programmes. Also, noted that at Ardingly Show the NHS were promoting Aorta screening and whether the practice could support this? DJ advised that some national programmes for screening have been undertaken at the surgery. Discussed whether the PPG could promote awareness of these programmes.</p>	<p><b>44-05:</b> GR and BC to identify ways to share Mandeep’s event.</p> <p><b>44-05:</b> GR to follow up with Mandeep.</p>
9	<p><b><i>CPRG Update</i></b></p> <p>PC gave feedback on the East Grinstead Wellbeing Event (attended by PC and EG). There were 20 – 30 stalls and lots of information but not so well attended. EG had some concerns on the form of the event – including less than healthy foods etc.</p> <p>PC gave feedback on the CPRG meeting and the ongoing concern on its effectiveness.</p>	
10	<p><b><i>Practice Update</i></b></p> <p>DJ and BC updated the meeting on practice news.</p> <p>New remote online doctor service “Push Doctor” being introduced on 8<sup>th</sup> October which will add 20 GP appointments per day for the practice. The doctors providing the service will fully connected and able to see the patient’s clinical records to provide the same experience as at the surgery including prescriptions and referrals. Once registered, the service will be offered to suitable patients who can then select an appointment time for a video call consultation. If, within the</p>	

	<p>consultation the doctor decides patients should see a doctor and have available appointments on the same day.</p> <p>BC advised on a new initiative to trial working with Advance Nurse Practitioners who can provide significant additional options including prescribing.</p>	
11	<p><b>AOB</b></p> <p>PPC mentioned the recorded message that all callers have to listen to regarding consent for 16 year olds. BC to look into whether this can be shortened.</p> <p>CC advised about the AgeUK Mid Sussex Wellbeing event on 18<sup>th</sup> November at the Swan Centre.</p> <p>PC/DC/RD mentioned a challenge when calling in to obtain test results. The concern is that the reception staff are unable to provide more guidance on what to do next. DJ advised that where there is follow up required, the doctors need to drive this. Will provide feedback to colleagues to provide more information in the system so staff can provide better guidance.</p> <p>PC identified his desire to become involved in the committee. Welcomed by all.</p> <p>JC asked that the heading of the minutes to be corrected to include all the right names.</p>	<p><b>44-06:</b> BC to follow up.</p> <p><b>44-07:</b> DJ to follow up with colleagues.</p> <p><b>44-08:</b> GR to action.</p>
12	<p><b>2019 Meeting Dates</b></p> <p>3/12/2019.</p>	