

Cuckfield Medical Practice Patient Participation Group

Minutes of meeting 2nd October 2013 12.00 – 1.30pm at Cuckfield medical practice

Attended by:	Cindy Franzel, practice manager (CF) Carol Pearson, commissioning patient ref group member (CP) Anne Hazel (AH) Eddie Hazel (EdH) Judith Heyman (JH) Emily Hutchings (EH) June Raeburn (JR) Marion Walmsley (MW)
Apologies:	Suzanne Reid, Rodney Pratt

Item		To action	Timing
1	CP welcomed everyone to the meeting and brief introductions were made		
2	<p>The survey report and action plan were commented on, alongside the flu clinic patient engagement questionnaire. The following points were made with actions respectively:</p> <p>New system: repeat prescriptions are not giving the option of pharmacy for collection (EdH) – there is free text but CF to feedback to SystemOne to see if this can be amended</p> <p>New system has many options for reporting usage/ good management tool – to feedback to PPG at a future meeting.</p> <p>Query as to whether phone line closes at lunchtime (EdH) – PPG asked to note if any continuing issues as phone lines are open all day except on monthly training day</p> <p>Possibilities regarding website and availability of information for people in emergencies – e.g. parents with young children. Are people given the information they need to know when something is an emergency? (EH) To consider in any future website development. Would be useful to know how many people visit the website/ website hits and how to highlight important</p>	<p>CF</p> <p>CF</p> <p>All PPG</p> <p>CF</p>	<p>Dec 2013</p> <p>Spring 2014</p> <p>Ongoing</p> <p>Spring 2014</p>

	<p>things on the home page. Also how to promote online booking and help patients who don't use a computer often (email buddying?)</p> <p>A&E attendance/ referral rates continue to be under pressure locally. PPG could hold an awareness day at a future date to make patients aware about the availability of services. To discuss at next meeting. CF to raise possibility of awareness event with partners & possible increased usage of nurse practitioners & triage on a daily basis – to feed back at next meeting.</p> <p>Communication: we need to:</p> <ul style="list-style-type: none"> - identify the housebound patients and consider how they can engage/ how can we communicate with them? - Increase number of email addresses in database – both PPG (external) email [cuckfieldpatients@gmail.com] and practice list of emails - Ensure newsletters are distributed more widely i.e. on email as well as on the website/ available in hard copy in the practice - Review new patient registration information pack to ensure that it communicates fully on repeat prescriptions/ system/ availability of services from a patient perspective <p>PRG members wanted to know how they can support development of the Practice in any way. CF to take to a subsequent business meeting and feedback at next meeting.</p>	<p>CP</p> <p>CF</p> <p>CF</p> <p>PPG at flu clinic</p> <p>CF</p> <p>PPG</p> <p>CF</p>	<p>Dec 2013</p> <p>Dec 2013</p> <p>Dec 2013</p> <p>Oct 2013</p> <p>2014</p> <p>Dec 2013</p> <p>Dec 2013</p>
3	<p>Flu Clinics</p> <p>The suggested questionnaire was discussed. The following items will be added:</p> <p>Do you have a computer? If yes, have you used the website?</p> <p>CF to make available tables, clipboards, pens etc and copies of questionnaires, as well as email/ mobile phone number consent forms</p>	<p>CP</p> <p>CF</p>	<p>Oct 2013</p> <p>Oct 2013</p>

	<p>MW very kindly offered to analyse all the data collected, to report back at a subsequent meeting</p> <p>Attendance at flu clinics as follows: Sat 5th – Emily, Judith and Carol (Cuckfield) Sat 12th – Eddie, Anne, Carol and Cindy (Vale) Sat 19th – Anne, Eddie, Emily and Marion (Cuckfield)</p>	MW	Dec 2013
4	<p>PPG members were made aware of the following local engagement events:</p> <p>End of life care and Dementia 17th Oct 10.00 – 12.00 Clair Hall</p> <p>Horsham & Mid Sussex Clinical Commissioning Group – Governing Body meeting in public 3rd Dec 14.00 – 17.30 Horsham (Holbrook Club, North Heath Lane, Horsham RH12 5PJ)</p>		
5	<p>The timing and frequency of meetings was discussed.</p> <p>It was agreed that, for the time being, meetings would be held at a variety of times (both daytime and evening) to ensure they are widely accessible to different groups of patients.</p> <p>The next meeting would be held on an evening in early December, with subsequent meetings generally on a quarterly basis.</p>	CP/CF	Dec 2013