

Cuckfield Medical Practice Patient Participation Group

Notes of Meeting – 1.00 pm 5th March 2014 at Cuckfield

Present Carol Pearson (CP) Chair
Chris Goring (CG) June Raeburn (JR)
Pamela Goring (PG) Don Walker (DW)
Anne Hazel (AH) Marilyn Walker (MaW)
Eddie Hazel (EJH) Marion Walmsley (MW)
Emily Hutchings (EH)

In attendance: Cindy Franzel (CF) Dr Angie Gurner (Dr AG) and Sam Shearman (SS)

1. Welcome and Introductions:

New attendees Marilyn & Don Walker, Pamela & Chris Goring were welcomed, along with Sam Shearman; newly appointed in Data/Administration Role.

2. Actions from last meeting:

Article to be finalised (**CP to send copy to Dr AG for review before issue**)

EH advised that Ashenground are now charging for 'Advertisements', however, our article should be considered to be information and not charged. (**EH to clarify with them**)

Comment was made that Facebook and Twitter should be used for circulation and communication going forward to reach the wider audience of such users.

3. Feedback from recent Patient Survey:

CF commented on the response to the recent Patient Survey undertaken with 1,000 random Patients on-line and by post. There were 287 replies and a copy of the analysis of the responses was circulated for review and discussion.

CF advised that a CQC inspection was being undertaken on Friday next, 7th March and is scheduled to take some 7 hours. It was agreed that PPG representatives should participate and meet with the survey operatives. **EH and MW will undertake this for PPG.**

4. Partner Feedback to PPG:

Dr AG provided an update on practice issues and matters as follows;

- The CQC programme to inspect GP practices is on-going. Feedback locally has been that it proved to be useful in identifying changes in procedures and how things are done. PPG feedback will be requested.
- Appointment of Sam Shearman. This is a most welcome appointment, which reflects the changing secretarial and administration procedures within the Practice. Sam's extensive knowledge and experience cover a range of requirements including Data Administration and Media Communication. The Practice secretary is retiring after 20 years of service.
- Appointment of Dr Susan Ferrier who will be full time from May and be a welcome addition to the Clinician complement.
- Appointment of a Business Manager (part time – 2 days per week) to help manage the practice as efficiently as possible, including managing necessary changes to the telephone system. From 1st April, the telephone manning will be linked to the peak

periods. For example, there will be additional resource available on Monday mornings to handle the high volume of calls. There will also be a message asking any callers for the MSK service located upstairs at the Vale (this is not part of Cuckfield Medical Practice) to call the number for the MSK service directly. This should assist the management of the practice. **PPG have been asked to feedback on the changes to the telephone system once introduced. To consider at the next meeting in May.**

- Prescribing. An attempt will be made to streamline the repeat prescriptions process, which would save money for both the NHS and the Practice. All medication requirements will be brought in line so that the issue of prescriptions is reduced to a minimum i.e. all repeat medication to be issued at the same time. Patients will need to be made aware of the necessity for this approach. This has already been communicated in the Newsletter but there continues to be a reluctance to ask for all prescriptions at the same time for fear of wasting drugs. Discussion concluded that this should be communicated by way of the Newsletter and the Surgery Screen with which SS could assist. GPs will continue to raise this with patients to allay their fears regarding wastage. **PPG will work with SS to find effective ways of communicating this.**
- NHS Database. EJH commented on two national newspaper articles, one which encouraged opting out and the other confusion about information leaflets. Dr AG advised that as the database is no longer to be imminently introduced and under review The Patients informed of the situation and advised to wait for information from the Practice. This should be done via the Website/Newsletter. **CP to include for the update from the PPG.**

5. Recent queries: access to patient information & AOB

- The origins of the PPG - A new member asked how the PPG was formed. This was predominantly by invitation and the suggestion of the partners/doctors. Initial meeting involved some 30 potential members which have reduced to about 10 due to fall out. Following a recent email 'round up' some original participants have formally left whilst others have yet to respond. It was agreed that about 10 was a manageable group to achieve the PPG purpose and objectives but that others are always welcome.
- Survey Results – these were considered and found to be largely favourable. We need to combine these with the flu clinic survey results and consider the overall themes coming out of these. It was agreed that they must be communicated to the Patients. **CP to arrange via usual communication channels – to include as part of the update from the PPG in the next newsletter.**
- Dedicated Doctor – JR raised her concern that she no longer has a dedicated doctor who 'knows her case' Dr AG responded that with the evolution of the Practice and the wide range of services, the onus is on the patient to arrange appointments in advance with a doctor of their choice. Although patients are encouraged to build a relationship with one doctor, it should be noted that the practice cannot provide more urgent appointments on demand with a chosen doctor. These needs can be met by a number of health professionals, including Nurse Practitioners, who have a wide range of knowledge, experience and competencies, and can be used as an alternative to a doctor appointment for some circumstances and needs. This also needs to be brought to the attention of the patients.

In summary, most matters were an issue of communication and much should be made of the Surgery Screen, the Website, the Newsletter, Email, Facebook and Twitter where possible. This is a priority for the PPG as trying to engage with different populations within the Practice is not always easy.

- AH mentioned that the comments box needs to be made more visible and moved from the corner of the windows to the sign in screen area. All agreed. **CP to speak to reception about this.**
- Future PPG Meetings: Discussion decided that, Partner(s) to attend, Sam to attend, meetings to take place every two months (at least 6 per year), Community Feedback needed.
- CP advised that the Horsham & Crawley Commissioning Group AGM will be held on the 24th May 2014 at 5.30 pm. The Venue to be advised. CP to monitor and keep PPG sighted on all relevant CCG meetings.

Date of next meeting – Thursday, 1st May, 2014 from 1.00 to 3.00 pm.