

Cuckfield Medical Practice Patient Participation Group

Notes of Meeting – 1.00 pm on Wednesday, 15th July 2015 at Cuckfield

Present	Carol Pearson (CP)	Alan Mower (AM)
	Anne Hazel (AH)	June Raeburn (JR)
	Eddie Hazel (EJH)	Don Walker (DW)
	Emily Hutchins (EH)	Jess Yaxley (JY)

Apologies for non-attendance: Marylyn Walker and Sam Shearman

1. Welcome and Introductions.

Alan Mower was welcomed as a new PPG member.
Jess Yaxley was welcomed as the new Practice Manager.

JY advised of her background and experience prior to taking up the position at Cuckfield and The Vale.

2. Patient Questionnaire

CP distributed a copy of a draft survey [questionnaire] with suggested questions that she had prepared for discussion and comment. Following consideration of the document CP undertook to send a 'soft' copy to each of the members for them to review and submit suggested changes for consideration within two weeks.

Reaching patients to inform and achieve completion of surveys was discussed.

Communication with the patients was discussed covering email and text linked to the survey on the website. CP indicated that perhaps reference to Medical Reviews, Flu Clinics, wellbeing etc. Also if they are happy for their contact email to be added to the PPG email list.

JY commented that the practice now had 8,400 patients and that the capacity with the present compliment of GPs is 9,000. The significant increase in housebuilding locally has contributed to the rise in numbers and it would seem that capacity could be reached quite soon.

3. MacMillan Coffee Morning – 25th September

Unfortunately most of the regular PPG members are away on the 25th September. Only CP and JR will be there. Tea, Coffee and Cake will be available for a donation to the charity.

CP raised the matter of baking for the event and EH and AH volunteered to make some cakes for the day. AH will be away and so will freeze and leave them with EH.

The need and methods of advertising the event was addressed. The imminent Practice Newsletter was suggested and Email and Social Media, e.g. Facebook /

Twitter were raised as well as the Practice website. Notices in the surgeries and other locations would also be beneficial.

Supporting other charities in a similar manner was raised and it was thought that this should be considered for the future but restricted to UK and perhaps even local charities. AM suggested Action Medical Research.

The fact that events and our meetings seemed to be mainly at Cuckfield rather than The Vale was mentioned.

4. Any Other Business

The Cuckfield Medical Centre results extract from the GP Patients Survey was considered. The results were extremely good; even the 'could improve' items are extremely close to the National and Local average scores. It was thought that the response may be improved by the type and style of the questions.

CP made reference to Doodle Polls and their use to manage availability and attendance at PPG meetings. CP to discuss with Sam.

EH suggested that it would be nice to meet more Patients. This is a good idea; however how this could be achieved is a problem as many patients, particularly the younger ones, do not visit the surgery frequently, if at all. We are therefore reliant on responses to initiatives such as Flu Clinics, the coming Charity event etc. More thought could be given to this objective.

AH raised the matter of the next Newsletter. JY advised that it was in process and that Sam would be sending it to AH for review prior to issue shortly.

EJH asked about the Constitution and EH produced a copy. However, CP acknowledged that it had not been finalised and would produce the final version for adoption as soon as possible.

Date of Next Meeting – 18th November, 2015

EJH – 17.7.15