

**Minutes of the Wish Park Surgery Patient Participation Group held on Wed 4<sup>th</sup> Dec 2013 from 1.30 – 3.00 pm.**

**1 Present;** Sylvia New (chairman) Jenine Milburn (deputy chairman) Edward Clay, Madeleine Sailani (treasurer) Richard Alden, Chris Redknap, Richard Spong, Mark McKaig, Eileen Odem, John Kapp (secretary)

**2 Apologies;** Keren O`Mahony, Jacky Wicks, Christine Poole, June Temerlies

**3 Minutes;** of the meeting on 28th Oct 2013 were accepted as a true record. **Action Sanket** to post on the website.

**4 Matters Arising;** Sylvia is pleased to note that John is now able to open Word documents sent as attachments.

a) **Feedback** from the PPG social evening held on 13.11.13.

- Sylvia thanked everyone for contributing to a very successful event, attended by about 30 people, including the doctors. It had resulted in 12 new members. Despite having no idea of likely numbers the catering worked well.
- It was useful to have the plans for the new premises available during the evening. This helped generate discussion and comments.
- Comments placed on the board have been collated into a feedback document. A summary of the feedback is appended to these minutes. **Action Sylvia.** Most concerns were around parking issues. See below.
- People were also able to record time and day preferences for PPG meetings.
- Sylvia had drafted an article about the social evening which she forwarded to the B&H Healthwatch newsletter compiler, the Leader and an Argus contact supplied by Healthwatch. Unfortunately photos were not taken at the event. So far they have not responded.
- West Hove Directory: Our advert for the social event was published and the December edition advertised this PPG meeting. **Action Madeleine to reword and submit it to advertise the AGM in Jan 2014.**

b) **Membership.**

John reported that there are 33 members on the data base, most of whom have e mail addresses to get the agendas and minutes. Rosemary Chappelle (PPG lead for Hove) told Sylvia that the membership list should be shared with the PPG Chair, Deputy and Sanket rather than being kept by just one person, in case anything should happen to the Secretary or his computer crashes. When a member no longer holds the office, they must delete the records from their computer. This was agreed. **Action John**

c) **Name of PPG Meetings.**

“PPG *Committee* meetings” has been used on the website, minutes and agendas. This gives the impression that only committee members may attend when we wish to encourage as

many patients as possible to take part. Sylvia suggested that we drop “Committee” This was agreed. **Action John**

#### **d) Parking at the new surgery.**

This issue was the main concern raised at the wine and cheese evening. Keren O`Mahony, was unable to attend the PPG meeting but sent a letter on this subject. Sylvia telephoned Keren to acknowledge its receipt and hear her views in person.

Currently, to service 6,000 patients, Wish Park surgery has 3 bays for doctor’s cars; - 2 in the road, 1 on site plus 1 disabled bay. It is difficult to park in the area around the new premises especially before and after school. It was agreed that there should be no detriment to the current situation, and that we should request additional bays in proportion to the expected increase in patient numbers.

Several suggestions were made:

1. Changing surgery hours to avoid peak times
2. Having a drop off/ pick up point outside the entrance
3. Having designated parking for the practice during surgery hours
4. Dr Evans is preparing a document on this issue. It was agreed that the PPG should lend support to his submission.
5. Edward Clay suggested contacting the local councillors and residents` association to put forward our views and perhaps arrange for them to come to meet the PPG. Edward and Richard Spong agreed to compile a parking paper re the bays required in Portland Rd. They will send this list to Sylvia, for consideration at the next meeting. When approved, they will send it to Cllrs Garry Pelzer-Dunn and Ann Pissaridou for consideration by the Council when the proposed new parking restrictions are decided. **Action Edward and Richard Spong**
6. Enlisting support from the schools

Keren`s letter requires a proper response. Sanket will draft a reply from the surgery and forward it to Sylvia for checking before sending. **Action Sanket**

#### **5 AOB**

**Practice Website.** ‘More pages’ to be changed to read: ‘Patient Participation Group.’ Minutes of meetings and other information is only to be put on the website after agreement by the PPG. The page could invite patients to join by registering their name with the secretary. A photo of the committee could be added. The surgery website uses a template provided by an outside company. Sanket will investigate changing the site himself but it may be protected. If so, the company must be contacted in order to do this. **Action Sanket.**

**Feedback from the PPG Network meeting** held on Tues 29<sup>th</sup> Oct 2013 2.00 – 4.30 pm at the Brighthelm Centre attended by Sylvia.

2 members talked from the `soap box`. One woman suggested that individuals produce their own Health cv to take with them to appointments. This quickly apprises clinicians of key information and leads to more appropriate treatment. She reported positive comments whenever she produces hers – it saves time for everyone. Sylvia had since made some enquiries about Patients` Summary Care Records and asked Sanket about them. Sanket assured the PPG that he updates all the information each morning.

John asked how records are kept. Sanket said that old ones (until about 3 years ago) are on paper, but later ones are now electronic. John asked how he could check the accuracy of his. He was told that he had to apply in writing, and would then be invited to come in and view them. John applied.

There was not time to discuss all the things to consider from the network meeting. Sylvia will present them at a future date. **Action Sylvia**

***Time and day preferences for PPG meetings*** were noted. The majority of people who attended the Wine and Cheese event preferred evenings. Sanket said that there was no problem with this. It will be considered fully when more time is available.

**6 Date and time of the next meeting, the AGM:**

Wed 8.1.14, from 1.30 – 3.00 pm at the surgery. The agenda will include an annual report, and the election of officers possibly including a membership secretary, as the numbers are growing. Nominations will be taken from the floor.

John has been secretary for 3 years and, as agreed in the PPG terms of reference, he has indicated that he will stand down as Secretary at the AGM.