

Minutes of the Annual General Meeting of the Wish Park Surgery Patient Participation Group (WPS PPG) held on Wed 2nd Jan 2013 at Wish Park surgery from 2-3.30pm

1 Present

Madeleine Sailani (chairman) Edward Clay, Richard Allden, Sanket Patel, (practice co-ordinator) Sylvia New, Chris Redknap, John Kapp (secretary)

2 Apologies Peter Delahoyde (please notify new address)

3 Minutes of the last meeting held on Wed 24.10.12

These were taken as read and accepted as a true record.

4 Matters arising

a) New surgery at 193 Portland Rd

The developer is Affinity Sutton, whose latest plans were passed by the council on 26.10.12. The pharmacy which will be next door to us within the same building has been allocated to Kamsons, (previously Stallion) of Richardson Rd, but there is no commercial affiliation between our surgery and them. However, the close proximity will be helpful to patients.

b) Computer system (System 1)

Patient records are now on line and can be accessed by hospitals, consultants, and the patient themselves with a password. The speed of communication has already resulted in benefit to a patient when taken ill on holiday. Appointment reminders are now being sent out to those who have registered their electronic addresses. This company is top of the list for security of data.

c) Pharmacy2U mail out

Following the mail out in Oct, many patients (including some committee members present) had got the impression that Pharmacy2U had been endorsed by Wish Park surgery. Sanket explained that this inference was not intended, and that Pharmacy2U is just one of about 20 companies whose representatives compete for the custom of our patients' prescriptions. That company were just the first to offer to pay the costs of the mail shot, saving Wish Park surgery the expense. While understanding the advantages to the practice, the committee expressed the following concerns:

1. That Pharmacy2U are based in Leeds, and have no local branches. They cannot offer us personalised drop-in service of free pharmaceutical advice that we presently get from local pharmacies such as Kampson's of Richardson Rd. They seem to be cherry picking our custom, to the disadvantage of Kampson.
- 2 The possible disclosure of our patients' names and addresses (such as the over 65's for flu jabs) to compile marketing databases.

It was proposed and agreed that the surgery should have and follow rules guiding the way that the surgery allows:

- a) The surgery name to be used to promote competing companies.
- b) When no endorsement is intended (as in this case) there should be a prominent disclaimer to that effect.
- c) Consider carefully the disclosure of patients' names and addresses to companies.

Action Sanket to raise this matter with the practice and report back to the next meeting.

d) PPG fliers

Flier holders are now in place in the upstairs and downstairs waiting rooms. There are several typos on the fliers. Action all to check and send proposed amendments to the secretary. It was agreed to send out our fliers in the next mailout. **Action Sylvia to propose amendments, and John to revise and print, and Sanket to distribute.**

e) Posters

We are grateful for the permanent poster sites in the upstairs and downstairs waiting rooms. We need new posters, perhaps showing the frontage of the new surgery, and/or a photo of the committee. **Action All/John**

f) Suggestion box.

Only one suggestion had been received in the box, namely to move the 2 leaflet holders in the upstairs waiting room. We would like the box to be permanently mounted in a suitable location.

Action Sanket

g) Patient survey additional questions

Sanket said that the survey questions were sent out in December, will be reported in January, and the results will be discussed at the next meeting.

h) Our minutes on surgery website.

The last minutes published on the website (www.wishpark.gpsurgery.net) are dated July 2012. As the minutes of the Sept and Oct meetings have now been agreed, they should be added to the website. **Action John/Sanket.**

5 Terms of reference

These were tabled. There was a discussion about whether they should be more user-friendly. John said that they are a legal document which protects us against challenge. Proposed amendments should be sent to the secretary, who will bring them to the next meeting. **Action All**

6 Annual report of the chairman/secretary of the Wish Park Surgery PPG, as adopted 2.1.13

The following was read by the chairman, discussed, and will be amended and agreed at the next meeting:

'The PPG was established in July 2011 and has now been in existence for 18 months. We held 3 committee meetings in 2011, and 8 in 2012. There are 17 names on our committee mailing list, (0.3% of the 6,000 patients registered with our practice) but only about 6 of them regularly attend committee meetings (0.1%). Our terms of reference and the minutes of our meetings are published on the PPG page of the surgery website, www.wishpark.gpsurgery.net.

We are one of 47 PPGs in the city of Brighton and Hove, which are part of the patient and public involvement watchdog known as the Local Involvement Network (LINK) The Health and Social Care Act was passed in March 2012, and under it the LINK will be replaced by 'Healthwatch' from 1st April 2013.

The purpose of these watchdog bodies is to improve patient care and public health, by encouraging patients to take more responsibility for their own health, and to have a say in how the health and social care budgets are spent. It is summed up in the phrase: 'no decision about me, without me.' This is a new way of interacting with the NHS and requires a positive shift in attitude from passive to active.

In our PPG we have made a start on this culture shift by establishing a patient involvement in the surgery, enabling a dialogue with the doctors and staff. So far, we have made representations about the annual patient survey, repeat prescriptions, adverse drug reactions, and made the following suggestions, some of which have been implemented.

Suggestion number	Date made	Suggestion
1	18.1.12	That music (such as a radio station) be played in the waiting rooms to soften the atmosphere and relax patients.
2	18.1.12	That we approach residential homes and sheltered housing to invite them to send representatives to the committee. (Implemented)
3	18.1.12	That patients be informed that they can book double appointments if they have two issues to raise. (Implemented)
4	18.1.12	That the receptionist opens the door promptly at the opening time, to avoid patients waiting outside un-necessarily. (Implemented)
5	18.1.12	That wheelchair-using patients are able to book an accessible room when they book their appointment. (Implemented)
6	18.1.12	That the 'non-attendance' message on the screen be reworded to avoid mis-understanding.
7	9.2.12	That a suggestions box be placed in the downstairs waiting room, which will be managed by the PPG committee.
8	9.2.12	That the PPG creates a website page for the PPG. (Implemented)

The future opportunities for our PPG to influence healthcare

There are plans for the surgery to move to a purpose built, 12 roomed surgery in Portland Road, on the ground floor of a new block of flats on the site of the old Bingo hall. We hope to influence how it is decorated and furnished, and thus improve the patient experience of visiting our GP surgery.

We believe that an active PPG makes a positive contribution by keeping patients informed and educated about current health issues and matters of interest concerning the surgery, and is a vital tool in encouraging patients to take responsibility for their own health. At the end of our first full year, we hope that soon more patients will be persuaded to join us in promoting these ideals.

On 1st April 2013 the GPs will take over collective responsibility for commissioning (buying) £60 bn pa worth of NHS treatments, in place of the managers in the Primary Care Trust, who have no day to day interaction with patients. The average GPs has 40 patient contacts per working day, and spends about £200 * per patient contact (£8,000 per working day) on treatments. As this money comes from us as taxpayers, we patients should be involved in how our GPs spend this money.'

* John was asked the source of these figures. He said that they come from Department of Health statistics for England, as follows: There are 300 million GP contacts pa, and 30,000 GPs, hence 10,000 patient contacts pa per GP. From 1.4.13 the Clinical Commissioning Groups (who consist mainly of GPs) will have a budget of £60 bn pa to spend on NHS treatments, hence £200 per patient contact. Some of these will be repeat prescriptions costing £20, and others will be operations costing £20,000.

7 Elections

The following officers were nominated and elected unopposed for 2013:

Chair: Madeleine Sailani

Deputy chair: Sylvia New

Secretary: John Kapp

8 Promotion of the PPG

It was proposed and agreed that we should take a photo of the committee with the GPs at the next meeting. **Action Sanket.**

9 Waste of medicines

Sanket mentioned how rudely some heavy users of medicines demand repeat prescriptions. A government report: 'Improving the use of medicines.' dated Dec 2012, said that the waste of medicines costs the taxpayer £300 million pa. This report has been forwarded to the committee by the secretary, and could be the subject of a task group to reduce waste in our practice.

10 PPG conference

There will be a public conference to which all are welcome on Wed 13.2.13 at the Brighthelm Centre from 930-4pm. Sylvia and John have booked. Details from Tanya Nayyar on 574779.

11 LINK report dated Nov 2012 on the state of the city's PPGs

Sylvia tabled copies of this 24 page report by Kerry Dowding and Libby Young. There are 47 practices in the city, of which 17 (36%, including us) returned surveys, namely: Lower Bevendean, St Peters, Park Crescent, Sackville Rd, Albion St, The Haven, Wish Park, Willow House, Stanford, Ridgeway Woodingdean, Avenue Moulscombe, Mile Oak, Charter, Brunswick, Beaconsfield, Central Hove, Brighton Health Centre.

Results included: 8 (48% including us) had terms of reference/constitutions, and 9 (52%) did not. 6 (35%) were run by the practice manager, 5 (31% including us) were run by a patient representative, and 3 (22%) were run by a GP.

7 (42% including us) reported positive changes that have taken place (such as improvements to appointment systems, parking, and information displays.)

Recommendations included having:

- * constitutions to clarify how they would like to work, and what they would like to achieve,

- * lay members chairing and minuting meetings, as a way of improving ownership of the groups and

peoples' comfort in giving constructive criticism.

John said that we come out very well, as we have already implemented most of their recommendations.

12 Date of next meeting to correspond with the GPs monthly meeting.

Thurs 7th March from 130-330pm (**note change of date and time**), which will meet the GPs, and consider the findings of the patient survey.

Secretary's note. The committee list is as follows at 22.1.13

1 Madeleine Sailani, chairman sailani@btinternet.com

2 Sylvia New deputy chairman sylvianew@hotmail.co.uk

3 John Kapp, secretary, 22, Saxon Rd Hove BN3 4LE, johnkapp@btinternet.com, 417997

4 Edward Clay e.clay@btinternet.com

5 Peter Delahoyde, Flat 5, Braemare Court (formerly of 55, Welbeck Av), no e mail.

6 Richard Allden Richard@just2me.co.uk,

- 7 Chris Redknap chris.redknap@btinternet.com 19 Westbourne Place, Hove BN3 4GN Tel: 01273 724168
- 8 Vera Furlong vera@verafurlong4.wanadoo.co.uk>
- 9 Cynthia and Ronald Arden, cynthiiaa1@hotmail.co.uk
- 10 H Zeida 07974207257 h.zeida@yahoo.co.uk (resigned Jan 13)
- 11 Nicki Stevenson, manager Bon Accord nursing Home, New Church Rd ,
bon.accord.m@fshc.co.uk,
- 12 Gloria Draper, manager Charles Lodge Care Home, New Church Rd
manager@charleslodge.nich.co.uk
- 13 Margery and David Stainwright msda@phoncoop.coop
- 14 Manager Saxon Court, saxoncourt321@btconnect.com
- 15 Jenine Milburn, jeninemilburn@hotmail.co.uk,
- 16 Beryl Reeve berylreeve2010@hotmail.com
- 17 Karen Young theyoungwon@yahoo.com
- 18 Michael Birtwistle, 5, Muriel House, Ingram Cresc West Hove BN3 5NS, 07522 918806, (no e mail)
- 19 David Faulks, 55, St Leonards Gardens, Hove BN3 4QA 413129, d.faulks@btopenworld.com