

# BRAMLEY AVENUE SURGERY

## PATIENT PARTICIPATION GROUP (PPG)

### Minutes of Meeting on 25 September 2019

1. The Chair welcomed everyone to the meeting.
2. Present: Diane Hearne (Chair); Denise Cakebread, Mary Cady, Bill Kilvington, Forbes Sutton, Rizwana Baig (Practice Manager) and Margaret Newman (Receptionist) Apologies: Pauline Woodhead and Kayte Leigh.
3. The Minutes of the last meeting were approved. The Action Points from the last meeting have either been addressed or are on the Agenda.
4. Dr Karim is covering for the Doctor although this is not allowing the Doctor to go on holiday. We don't have a Nurse Practitioner but we do have two nurses.
5. Friends and Family feedback is improving as a text reminder is sent out after appointments. There are a couple of issues arising from the feedback - the Practice needs to make sure that comments are circulated amongst the staff. A website would be helpful. **ACTION - PRACTICE**
6. Name badges for reception staff and a meeting between the PPG and staff members: Bill suggested that they use Badge Master and the names should be in large print with a yellow background to make them clear. There was a bit of a misunderstanding about the meeting between the PPG and staff - we were only thinking of about once a year which the Practice thinks is acceptable. **ACTION - PRACTICE**
7. Survey - this is in the process of being rolled out to patients.
8. Role of the PPG: Diane prepared a You said/We did for the notice board. She also gave Margaret a sheet to go on the notice board at the meeting for suggestions for future talks. There are a couple of suggestions for people to tick if they are interested and space for people to add their own suggestions. We discussed a possible Christmas get together which could coincide with our coffee drop in on 4 December. The coffee drop ins are not necessarily growing but very much enjoyed by those who attend. We knit, play games and chat so we will continue with them and keep advertising. Diane has asked Coulsdon West Residents' Association to put it in their newsletter. **ACTION: DIANE AND MARGARET re Christmas get together**
9. The Alzheimer's coffee morning was held on a Saturday, however this did not prove to be as successful as a week day. The next one will be a Macmillan coffee morning on Friday 27 September 11.30 to 1.30pm. Margaret was congratulated for her amazing baking!

10. GP hubs: These were suddenly made appointment only between 6.30 and 8pm without consultation. Following complaints from the Residents' Associations this has been reversed while discussions takes place. Croydon Clinical Commissioning Group (CCCG) explained that sometimes the staff were not leaving until 10pm which is not acceptable and makes it difficult to recruit Doctors. It was agreed that if they had later opening times it could take the pressure off A & E wait times. East Surrey A & E has seen a sharp increase in patients which CUH probably has too. Appointments can be made for GP extended services during the hours of 6.30 to 8pm but this only appears to apply to the North of the borough. The Practice was not aware of one in the South of the Borough. Diane will be attending a meeting with the CCCG regarding this.

11. Any Other Business:

- Forbes has prepared a very good information sheet about local events which will be added to a board in the surgery near the Social Prescribing stand which has leaflets for various activities going on in the Borough.
- Bill mentioned Olive's appeal which is raising funds for East Surrey's neo-natal unit.
- St Helier's CQC Inspection is good overall which is much improved.
- Is our Practice going to offer the HPV vaccination for boys as part of their vaccinations which they charge for? Everyone agreed this would be a good idea. **ACTION - PRACTICE**

12. Date and Time of next meeting: **22 January 2020 at 6pm**