



Lime Tree Surgery Patient Participation Group (LTSPPG) (Reformed 2017)

Minutes of Meeting on held on Monday 7th October 2019 @ Lime Tree Surgery

Attendees: KTY, DK, PL, CL-R, DP, TM, AMcH, FH, JB, GB, RG, HH, BH, DH, EL, LT, PA.

Item	Details	Action
1.0	Apologies: CB, TB, MG, DM, SD, DD.	
2.0	<p>Welcome and Matters arising from last meeting.</p> <p>KTY welcomed everyone to the meeting and asked if there was any update on the Primary Care Network (PCN) or partnership of Lime Tree Surgery with The Barn, Ferring and The Phoenix Medical Centre, Goring surgeries.</p> <p>TM informed us that joint meetings had already taken place mainly concerning practice around frailty. KTY suggested it may be beneficial for a representative from each PPG to attend one of these future meetings. TM will discuss at next PCN meeting.</p>	<p>TM</p> <p>TM</p>
3.0	<p>Patient Support to Lime Tree Surgery and Local Community.</p> <p>3.1 There has been a positive feedback from the surgery and patients following the Volunteer input for the Flu sessions. AMcH reported that around 4,000 vaccinations had taken place, additional clinics are being set up for remaining eligible patients who will be contacted by the surgery. Following a question regarding the Pneumonia Vaccine, AMcH informed us that some work was taking place which will also include Shingles Vaccine.</p> <p>KTY thanked the volunteers and BH in particular for his contribution of raising leaflets and PPG lapel badges.</p> <p>Issues arising from the 3 sessions were:</p> <ul style="list-style-type: none"> + Patients attending the wrong flu clinic. In future need for clearer clarification of venue when appointment is booked through practice + Some issues around staff and patient parking need addressing for future Flu Clinics at Durrington 	<p>AMcH</p>

<p>3.1/ cont.</p>	<p>+ Patients were found to be attending too early for their appointment thereby creating queuing problems and consequently more parking issues.</p> <p>Other suggestions that came from the group were: - Clearer signage of Pre and Post 65 years clinics with different colour for each age group. Dr RD suggested that there should be a chair available in reception areas for patients with mobility problems like Durrington set-up.</p> <p>Overall feedback from patients was good, 'well organized' and 'smooth running on appointments'.</p> <p>BH printed off some badges to identify helpers and these were used at both surgeries. Also, flyers were handed out regarding the Lime Tree Surgery Patient Participation Group. KTY thanked the surgery staff for laying on refreshments for volunteers.</p>	<p>TM AMcH</p>
<p>3.2</p>	<p>Coffee mornings and a Cake Sale were held in support of the Macmillan Trust and these raised £435.00 with the Walking Group raising £115.</p>	
<p>3.3</p>	<p>Update on ARK and Local Community activities.</p> <p>LT updated us about the launch of the ARK project with its official launch. This was taking place on Saturday 19th October officiated by Rt Rev Richard Jackson, Bishop of Lewes at All Saints Church at 10 am. As part of the launch a "Community Drop In" will be available at Findon Library where brochures and a website to be made available. Anyone who has volunteered for the project will be contacted by coordinator Caroline Kosa once the project goes live.</p> <p>A fund-raising Coffee morning, in support of Macmillan Cancer, is to be held on Weds 16th October at All Saints Church, 10:30-11:30 all welcome.</p> <p>'Dementia Friends' have organised a free interactive information session on Weds 9th October. Contact information is available.</p> <p>LT informed us about Egalite Care who are a Domiciliary Care service for adults and provide Supported Living services for younger adults with learning disabilities, physical disabilities and autism. Some of their clients may also have mental health needs. They have opened an office in Findon Valley with free coffee and cake sessions on Mondays. They may have a venue suitable for the Walking Group to hold post walk refreshments.</p>	
<p>4.0</p>	<p>Update on Practice Logo and Rollout.</p> <p>A sample of the design was shown to the group and approved. Permission, by the designer, to use free of charge has been given and can be used by the Practice e.g. letterheads, notice boards, embroidered on the new staff uniform, surgery entrance window and new reception flooring. There will be 7 different formats which TM will forward to KTY.</p>	<p>TM/ CB1</p>

<p>4.0/ cont.</p>	<p>When CB1 has received the new official logo, it will be electronically forwarded to the necessary people.</p> <p>TM also informed the meeting that frosted windows are going to be added to Consultation room windows so that the blinds can be raised, and this will provide better lighting environment in the rooms.</p> <p>The PPG version of the logo will be the same as the Practice except it will have a different inscription e.g. Patient Participation Group.</p>	<p>CB1/ KTY</p>
<p>5.0</p>	<p>Update on Durrington Health Centre.</p> <p>KTY informed the group that the Book Club issues had been resolved with a decision to make a more open discussion where the funds are being spent. There is a plan to purchase a new bench for the Taxi pick up area and a plan to hold joint meetings of DHC PPG's to clarify issues and gather more voices to make improvements for patients.</p> <p>Funds collected from the DHC Book Club, for the last quarter, was £177.</p> <p>Update: A meeting was held between Victoria PPG and Lime Tree Surgery PPG members on Monday 21st October at DHC. At this meeting several mutual interest topics were discussed including poor signage, the book club, DHC car park and the new patient bench. A further meeting will be set-up in the New Year.</p> <p>An inaugural meeting of West Sussex PPG's will be held at Strand Medical Centre on 23rd October, 6:30 - 8:00pm to discuss how PPG groups function within their surgeries and what lessons can be learnt to offer better support to patients and practices.</p>	
<p>6.0</p>	<p>LTSPPG Charity Update.</p> <p>In the absence of the Treasurer KTY informed the group that the September balance on the account was £7,615.84.</p> <p>All teething troubles with the new banking system have been resolved and all Charity funds are in one central account.</p> <p>It has been decided that a bench will be purchased, this time from the legacy gift from Mr. Thomas Gogay, to be sited at LTS Findon surgery. CB1 will measure up possible sites and TM to approve its location.</p>	<p>CB1</p>

7.0	Suggested Improvements to LTS Findon and Durrington Health Centre	
7.1	Motorcycle Parking at Findon Surgery: This has been looked at and the suggested site would be removal of the car parking bays, at the West end of the patient's car park and replace with motorcycle bays. AMcH has mentioned this to the Findon Estate Manager and it is being followed up.	AMcH/ TM
7.2	New LTS Telephone System: TM & AMcH have forwarded specification of what the Practice requires from their new system and this has been put out to tender. The new system will include a queuing facility for patient call back rather than the current waiting online and link to LTS reception, at Durrington Health Centre, to assist handling calls during high volume call times. Staff call handling will still be with Practice opening hours.	TM / AMcH
7.3	Reception staff style and language issues were raised and discussed when answering patients during phone calls. This will be discussed at a future staff meeting. It is also hoped that the new system will offer improved patient continuing care and opportunities to see the same GP.	TM/ AMcH
7.4	The appointment system is still under review. Currently appointments are released at 10am on a 4/52 basis and are available by phone and on-line. PL requested an update about appointments. TM and AMcH reported there will be a practice promotion when the new system is live.	TM / AMcH
7.5	Staff training days, during which the surgery is closed will be advertised on the Practice website.	
7.6	TM has agreed to take on 2 rooms at DHC for consultation purposes, details regarding costs etc. are in progress with relevant body. This is because unlike Findon surgery we only rent space in DHC.	TM
7.7	TM reported that the Clinical Quality Commission (CQC) inspection of the Practice was carried out over the phone and had gone reasonably well. However, due to significant changes in our management leadership and some new doctor appointments there will have to be an on-site inspection which will be carried out once a new Inspector has been assigned by the CQC.	TM

<p>8.0 A.O.B.</p> <p>8.1 CLR commented that Keep Fit Class numbers were down and enquired whether it would be possible to advertise in a local magazine like the Local Sussex Magazine and if this would incur a cost? An enquiry will be made to the magazine regarding advertising.</p> <p>8.2 It is Mental Awareness this week, posters are to be placed in the Surgery.</p> <p>8.3 Do we know how many hits we have on the PPG website? In the absence of MG KTY will contact him to see if data is available or whether a counting function can be added to the website.</p> <p>8.4 Update: Access to metric data on PPG website is not available for the last 12 months. However MG has been able to extract data for the last 30 days and it makes good reading ... Unique visits 2,304; Pages viewed 4,918; Average page per visit 2.13.</p> <p>8.5 A question was raised about whether there was a contingency plan for patient medications with the effect of Brexit on NHS.</p> <p>TM reported there could be problems but would encourage patients to discuss with their GP who would be best to find alternative medications in the case of some becoming unavailable. He also asked that patients do not stockpile their meds as this could cause problems and to continue with their normal supply.</p> <p>PA informed the meeting that he has been appointed Ambassador for the Public Health Collaboration (PHC), for Worthing, with his aim is to implement healthier decisions for where they live and his current topic is alternative Diabetic treatment. His aim is to pilot a program, in local practices, by offering Low Carb diets as an alternative treatment of Diabetes. PA asked if Lime Tree surgery would be interested. TM said he would be happy to hear more and invited PA to come into the surgery and let the team be aware of what is involved, contact.</p>	<p>8.0 A.O.B.</p> <p>8.1 CLR commented that Keep Fit Class numbers were down and enquired whether it would be possible to advertise in a local magazine like the Local Sussex Magazine and if this would incur a cost? An enquiry will be made to the magazine regarding advertising.</p> <p>8.2 It is Mental Awareness this week, posters are to be placed in the Surgery.</p> <p>8.3 Do we know how many hits we have on the PPG website? In the absence of MG KTY will contact him to see if data is available or whether a counting function can be added to the website.</p> <p>8.4 Update: Access to metric data on PPG website is not available for the last 12 months. However MG has been able to extract data for the last 30 days and it makes good reading ... Unique visits 2,304; Pages viewed 4,918; Average page per visit 2.13.</p> <p>8.5 A question was raised about whether there was a contingency plan for patient medications with the effect of Brexit on NHS.</p> <p>TM reported there could be problems but would encourage patients to discuss with their GP who would be best to find alternative medications in the case of some becoming unavailable. He also asked that patients do not stockpile their meds as this could cause problems and to continue with their normal supply.</p> <p>PA informed the meeting that he has been appointed Ambassador for the Public Health Collaboration (PHC), for Worthing, with his aim is to implement healthier decisions for where they live and his current topic is alternative Diabetic treatment. His aim is to pilot a program, in local practices, by offering Low Carb diets as an alternative treatment of Diabetes. PA asked if Lime Tree surgery would be interested. TM said he would be happy to hear more and invited PA to come into the surgery and let the team be aware of what is involved, contact.</p>	<p>KTY</p> <p>TM/PA</p>
<p>9.0</p>	<p>The Next Lime Tree Surgery PPG Meeting: Monday 9th December 1-2pm at Lime Tree Surgery Findon Room 3.</p>	

Polite Note: If there are any major error's found in these notes please feel free to contact: chair@limetreesurgeryppg.org.uk or secretary@limetreesurgeryppg.org.uk

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