

Stovell House Surgery  
Patient Participation Group (PPG)  
Minutes of Winter Meeting 12 January 2017 @ 10:00



Present: Eric Webb (EW) Acting Chair and the following committee members:  
Janet Ambrose (JA), Valerie Beagley (VB), Betty Borfiga (BB), Marian Dornier (MD), Caroline Knight (CK),  
Bob Sleeman (BS), Alan Storie (AS)

Minutes: Caroline Knight (CK) Secretary

Apologies: Jo Barnhurst (JB) Practice Manager, Gill Frost (GF) Practice Administrator

EW Welcomed everyone and asked if minutes from November's meeting had been read and approved.  
All members in agreement.

- 1. Proposal for Patient Teachers:** EW raised the new initiative being piloted in respect of "Patient Teachers" and the need to involve patients in the surgery to become more involved in this. BS stated that he knew that Merton and Sutton health authorities already have this established. The question is whether Croydon is looking to adopt this - ? relating to funding. Each Member was asked if they would consider becoming "patient teachers". VB and BS raised importance of training those who may be interested and level of expertise. CK highlighted issues concerning CRB and checks regarding confidentiality.  
BS – would be 'teacher' for Prostate Cancer  
MD – 'teacher' for Asthma and COPD  
CK – 'teacher' for Stoma care  
BS will the surgery team support this and also timescale to implement? Will look at and email respective individuals to ascertain feasibility.  
CK will prepare leaflet to advertise on PPG website and notice board in the surgery.
- 2. Carers and Support:** EW put forward the important issue about how we the PGG can help to improve the support for vulnerable individuals and carers. Following a lengthy and passionate discussion by all members the following key points were made:-  
VB – there needs to be better advertising and what is available in terms of the types of support organisations should be made known to carers and helpers.  
JA – some carers find it difficult to spare the time due to the care they provide. Respite care is needed for these individuals and having a support network for them too. Do we need to consider volunteers to release the carers?  
AS and MD – could we have a speaker attend the AGM to talk to the PPG and doctors about raising the profile and the kinds of support networks that exist etc?  
VB – can we the PPG approach the doctors to find out who may be interested?  
BB – volunteered to be the PPG representative and approach the support and carer organisations in Croydon as she has experience of this. CK to email BB with details of who whom to contact.
- 3. Medical Passport:** CK and EW outlined the new Medical passport and asked if this was something to be adopted by the surgery to circulate to patients. JA aired concerns re cost and the passport should be for the "elderly". VB stated that the cost is already covered by NHS England and not by the surgery. MD thought it was a good idea and useful for all patients to have a record in one place. EW confirmed that JB practice manager had already seen the document and the surgery liked it. PPG voted on whether to implement : 4 - approved 2-abstained 2-no. Although the vote was not unanimous the majority count carried. CK to advice Practice Manager.

- 4. Transforming Patient Participation in Own Healthcare:** All PPG members had strong views relating to this issue and main discussion related to how this is being profiled by the media in recent weeks. Team members believed that a lot more individual responsibility is the key. AS - individual patients and public as a whole need to be better educated about helping themselves before turning to a medical professional, especially for minor ailments. EW - proposed that individuals need to avoid using A&E services unless it is a real emergency. VB - stated that a lot of scare mongering relating to waiting times to see a GP does not relate to experience of Stovell House. MD - her own experience is that the doctors and surgery team provide first class service all the time. BS - stated that Croydon CCG produced a leaflet last year to advertise other medical services available to patients e.g drop in, 111 and pharmacies. CK and JA stated that the key is education and maybe we need to raise this in schools. "Start young to raise awareness" CK to print and place in the surgery "Health help NOW" advert.
- 5. AOB:** JA raised concerns about the deteriorating air pollution in Addiscombe and asked if this was an issue the PPG could become involved in. BB stated that environmental issues can be highlighted in residents Association Magazines and this sometimes bears more weight. MD and AS said that notifying and pestering the Council was important and maybe this is the best way. EW valued comments on this issue and although important, not a remit for PPG, but members can take this up personally.
- CK read out proposal from JB re headsets to be worn by surgery receptionists and having answer machine options when ringing the doctors. PPG members voted on both and unanimous in favour of headsets. However, only 1 member and 7 against option facility when ringing the surgery. (Most expressed a real dislike to this and the impersonal nature)
- 6. Date of next meeting:** Thursday 16<sup>th</sup> March 2017 – AGM. 7pm at the surgery.

The meeting concluded at 11:15