



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

Minutes of Meeting on Monday 4th March 2019 held at Findon Surgery.

Attendees: KTY (Chair), CBU (Deputy Chair), SD (Treasurer), DK (Secretary/Scribe), Dr. DH (Practice Representative), AMcH (Assistant Practice Manager), TM (New Practice Manager), CB, TB, JB, JB, GB, JC, DD, MG, RG, HH, BH, DH, NL, CL-R, MM, DP, JS, LT

| Item | Details | Action |
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| 1.0 | Apologies: PL, EL, DM | |
| 2.0 | <p>Welcome to our new LTS Practice Manager.</p> <p>KTY opened the meeting by welcoming TM who has joined the surgery as the new Practice Manager. This was only TM's second day of working at the practice having moved from Portsmouth with his family but was very enthusiastic about the future of the practice and the working with the LTSPPG.</p> | |
| 3.0 | Matters arising from LTSPPG meeting on 14th January 2019 | |
| 3.1 | KTY enquired who was responsible for the poster displays within Durrington Surgery, A.McH would look into this. KTY also praised the Health Promotion Board and discussed whether this could be something that would be beneficial to be displayed on the LTSPPG website. | AMcH & TM |
| 3.2 | <p>The website is current a work in progress and KTY asked the group if they could put forward ideas of what they would like to be covered and displayed.</p> <p>Some ideas suggested by attendees were:</p> <ul style="list-style-type: none"> * Walking Group, Keep Fit Group, Park Run, this could include pictures and promotion. * CCG newsletter and useful health websites. | MG |

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| | <p>* Information about the LTSPPG, how to join us, the minutes of our meetings and a possibly a link from the Practice website.</p> | |
| 3.3 | Regarding the Practice “Logo Project”, there are plans for a small working group to meet which CBU will attend as LTSPPG representative. One of the Practice GP’s (Dr. G) has shown some interest in being involved and KTY asked if there was any possibility of a draft logo for the AGM. | Dr. RL, CBU & Dr. DH |
| 3.4 | KTY informed us that the new chairs, that we have helped purchase, have arrived at Durrington Surgery but we are awaiting an invoice for same. AMcH to look into it. | AMcH |
| 3.5 | KTY informed us of the National Association of Patient Participation (NAPP) which cost £40-50 per year. This organisation produces a monthly newsletter containing useful NHS information including the Government and Healthwatch which we should think about joining. Health Watch is another group we may find useful to use with information that can be found on-line. | |
| 3.6 | <p>The problems that continue to occur with the appointment and medication online system was raised by a member. A.McH acknowledged there have been a problem but recent work on the computer system has hopefully resolved these issues. She also informed us that this work was ongoing and that there was a planned audit on the appointment system and that she was looking at options for aiding patients trying to obtain an appointment.</p> <p>Group attendees also commented on the availability of appointments particularly ‘out of hours’. AMcH reiterated what the practice offered at present which KTY backed up by the CCG ruling on appointments. There followed a discussion regarding out of hour alternatives including IPC run practices and ‘Miami’ system but it was agreed that the information available via the CCG was misleading and required some clarification. Once this is made clear it maybe something that would be useful to have on the website.</p> <p>TM acknowledged that patients would like to get an appointment at the Practice there is alternative ways of seeing a specialist in or out of hours e.g. Local Pharmacist, 111 and in worse case 999. TM added that he had a very useful tool to advise patients on where to go for information. He will pass onto KTY for website as well as display on Surgery website.</p> <p>Post Meeting: The “NHS Information Thermometer” has been added to both Practice and LTSPPG websites.</p> | <p>AMcH</p> <p>TM, KTY & MG</p> <p>TM</p> |

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| 4.0 | LTSPPG in the Local Community | |
| 4.1 | CL-R informed the meeting that the Keep Fit Group was still running successfully and that the participants were willing to be photographed. She pointed out that they needed a photographer to take some photos for the website. MG very kindly offered to take some and add them onto the website. CL-R also added that she would like to invite one of the Practice doctors to visit the group with the intention of referring suitable patients to join the group. | CL-R & MG |
| 4.2 | TB informed the meeting that the Walking Group was going very well, they have about 30 members now and they now use the local coffee shop for refreshments post walk as long as there are not too many. KTY suggested contacting PL on his return regarding photographs and information for the website. There are photographs from the NHS 70 years walk organised last year. | KTY & PL |
| 4.3 | <p>Dr. DH raised a Local Community point that he had been approached by a patient, at the last PPG meeting, regarding an initiative being started by the priest at All Saints Church Findon Valley (<i>Correction</i>) regarding setting up a "Good Neighbour" type scheme - people willing/able to lend a hand in terms of DIY/gardening skills, tackling loneliness, transporting people to/from appointments etc.</p> <p>Dr. DH continued that it was not necessarily anything overly religious but the project is being called "ARK": Acts of Random Kindness. There will be a meeting on Tuesday March 26th and wondered if select number of LTSPPG would like to attend.</p> <p>RG spoke of his experience as a volunteer, with two other charities, whereby he visited lonely people for an hour or two on a weekly basis. He asked if LTSPPG could consider doing something similar.</p> <p>Post LTSPPG Meeting: LT has confirmed that the initiative being put forward by All Saints Church Findon Valley, will be open to anybody from the Findon community and all will be welcome to be part of this project.</p> <p>The date given is actually the Parochial Parish Council meeting when this project is to be discussed which <u>will not</u> be an 'open' meeting. However, once the project has got the green light volunteers will be welcome.</p> | <p>Dr. DH & LT</p> <p>LT</p> |

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| 5.0 | <p>What has been achieved on “Concerns Over Diabetic Type 2 Care @ Lime Tree Surgery” since last meeting.</p> <p>Continuing the concerns around Diabetic Type 2 patients, there has been a meeting with Dr RD and a further meeting has been arranged for 12/03/2019. MG informed the meeting that there was a need for more dietary advice and diabetic care. The group was informed there was a Diabetic Nurse now available for the surgery. This matter is ongoing.</p> <p>Post Meeting: A follow-up meeting was held between Dr. RD and Patient group representatives and a new strategy was presented by the Practice which was well received. The Practice will give a Presentation of its future Diabetic Care plans to patients at the LTSPPG A.G.M. in June.</p> | <p>Dr.RD, AmcH, MG & KTY</p> <p>AmcH & Dr.RD</p> |
| 6.0 | <p>LTSPPG and Charity A.G.M.</p> <p>6.1 Arrangements are underway for this years LTSPPG and LTS Charity A.G.M. KTY informed the meeting that he would be away for a month, late April- middle of May so it was agreed to arrange a Monday evening in June.</p> <p>KTY will contact the FVFC regarding hiring of the Church Hall and a date will be arranged to suit all parties. KTY requested that CBU chaired the next LTSPPG meeting, in his absence. CBU agreed to this. KTY will format an agenda before he takes his leave. He discussed the need to publicize the officers positions and hopefully arrange before the A.G.M.</p> <p>Post Meeting: Following on from possible dates for next LTSPPG and the A.G.M. meeting the following dates have been agreed by the Officers of the LTSPPG.</p> <p>Next LTSPPG Meeting – Monday 20th May; 1-2pm A.G.M. – Monday 13th June; 7-8.30pm at FVFC</p> | KTY |
| 7.0 | <p>Charity Update (SD)</p> <p>7.1 KTY referred to the ongoing charity debate as to why there are 2 constitutions one for LTSPPG and one for the Charity. The Charity group plans to have a meeting, regarding this issue, prior to the AGM to review the situation.</p> <p>Post Meeting: The Charity held a meeting where points raised at previous meeting were discussed. These concerns and changes to Constitution because of moving bank accounts have been</p> | Charity |

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| | incorporated, are circulating within Charity group and will be passed to CB for review prior to it being presented at the Charity A.G.M. | |
| 7.2 | <p>The Treasurer informed the meeting that she hoped to transfer our funds to the Halifax but this had proved unsatisfactory for the needs of the group. Since then she has discovered that Lloyd's Bank have a Treasurers Account that would best suit our needs.</p> <p>Arrangements are in place to transfer monies to them and arrange 3 signatories SD, CB and KTY. Online banking is available and they will take cash transfers. It was hoped that this should take place in the next few weeks.</p> <p>Post Meeting: At the recent Charity meeting SD updated the Trustees on transfer of money to the new account. There are still more delays due to additional information required to set up this new account.</p> | SD |
| 8.0 | <p>How can Group do more to support Lime Tree Surgery? (RH)</p> <p>RH informed the group that he had spoken to Dr. RD enquiring about any ways in which the group could support the practice in the future in a voluntary capacity. Dr. RD suggested that a practice in Henfield had done a lot of voluntary work for their practice. TM mentioned that in his previous practice volunteers had been used to assist with audits within the practice.</p> <p>Other ideas from the meeting included: Leaflet, Questionnaire drops and assistance with car parking at Flu Vaccination times.</p> <p>TM stated he would discuss this topic at future Surgery meetings and feed back to us.</p> <p>There was a question whether it might be useful to have a contact address for future ideas. This will be considered outside this meeting.</p> <p>Post Meeting: KTY has contacted the Chairman of Friends of Henfield Practice PPG to see if he can pass on ideas and tips to group.</p> | RH |
| 9.0 | A.O.B. | |
| 9.1 | <p>JB raised a points that she belongs to a local organisation called U3a https://www.worthingu3a.org.uk/ which offers facilities for people dealing with loneliness. She felt that might be of interest to Lime Tree GP's and would be an item that could be added to</p> | JB |

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| | the website. JB asked if she could have a 5 minute slot, at the next LTSPPG meeting, to explain what the U3a is about. | |
| 10.0 | <p>Future Meetings:</p> <p>Next LTSPPG has been arranged for Monday 20th May 1-2pm at Findon Surgery Waiting Room 3</p> <p>The LTSPPG & LTS Charity AGM's have been arranged for Monday 10th June 7.00 – 8.30pm at Findon Valley Free Church (opposite Lime Tree Surgery)</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

Re-Issued: 13th April 2019