

## **MINUTES OF THE ANNUAL GENERAL MEETING AND FIFTH OPEN MEETING OF THE ASHLEA MEDICAL PRACTICE PATIENT PARTICIPATION GROUP (PPG) HELD AT ST MICHAEL'S CHURCH HALL ON THURSDAY, 19TH APRIL 2018**

Richard Garrard, Chair of the AshLea Medical Practice PPG, introduced himself to those present and thanked them all for attending.

Approximately 30 patients from the Practice were present including Dr Lynne Davies from Linden House Surgery.

### **Apologies for Absence**

The following had registered their apologies for absence: Susan Eddleston, Chrissy Kerton, Maurice Baker, Pam Wilson, Julia Jarrett, Keith & Margaret Barrington, Frances Nuttall and Jeffrey Minty.

### **Matters arising from the Minutes of the AGM Meeting held on the 29th March 2017**

There were no objections or comments to the Minutes of the Annual General Meeting which were duly agreed and passed by those present.

### **Chairman's Report:**

There is only one place to start my report!

### **AshLea PPG wins the National Corkill Award - "PPG of the Year"**

In June 2017, AshLea PPG was awarded the prestigious National Association of Patient Participation Groups "PPG of the Year" award - a certificate (which is displayed in each surgery) plus a cheque for £500.

Our nomination was well supported by the Practice and an extract of a letter sent to N.A.P.P from the Practice illustrates why your PPG was selected:

- 1. Providing a medium for patients to express their views on the working of the Practice, knowing they will be taken seriously and acted upon.*
  - 2. Promotion of health through Open Meetings on health-related subjects*
  - 3. Promotion of health through newsletters.*
  - 4. Information on new staff, clinics run by the Practice and how best to access these.*
  - 5. Feedback of surveys done on the appointment system that have helped the Practice to identify shortfalls and make adjustments to benefit access for patients.*
  - 6. Hopefully, when resolved, the PPG help on the car parking situation will be of great benefit.*
  - 7. Clarification of eye outpatient appointments has meant many more patients will be seen closer to home.*
  - 8. Timely intervention during the "phlebotomy crisis" has led to the service being re-instated within the Practice by Epsom Hospital.*
  - 9. Benefit to a small but important group of patients with Autism by providing them and their families with a comprehensive "help" leaflet and improved access to appointments within the Practice.*
  - 10. Provision of a Signposting Leaflet which has helped patients and doctors know "where to start". Personally, I think the big one is the newsletter, which is excellent, and will be seen by a broad range of patients whom we might not normally reach such as young mums, infrequent attenders, working people. Putting this in the New Patient Pack and in local outlets is a fine initiative and it is great that it is written by patients and not the Practice.*
- Clearly, the PPG activities have made a difference to all of the above areas too.*
- Dr Lynne Davies*

We plan to use the £500 to part fund a Family Health Day on Saturday, 8th September. This will be held at the Ashtead Peace Memorial Hall and patients from both surgeries are very welcome. If the event is the success we hope it will be, we then plan to hold a similar event in Leatherhead in 2019.

### **Car Parking at Linden House**

In June we presented a petition, signed by 580 patients, to Mole Valley requesting that the allocation of car parking spaces at the Upper Fairfield Road car park to private contractors be reviewed to allow more spaces to be available to patients.

We are delighted to report that, in January of this year, Mole Valley District Council responded to our petition and now all parking spaces are available to the general public and Linden House patients.

However, we have not met with the same success from Surrey County Council in our request for a patient drop-off bay, a drop kerb and improved access for the disabled. To date we have received no response whatsoever from either the local Councillor involved or Surrey County Council. We will, however, continue to follow up and chase those concerned.

### **NHS England Accessible Standards**

We have been working with the Practice to ensure that the Standards, which relate to patients with disability, sensory or hearing issues, are fully met. This is fully reported in the Autumn/Winter 2017 Newsletter and updated in our Spring 2018 issue.

### **Ashtead Village Day**

As in 2016, the PPG again had a stand at Ashtead Village Day 2017. Our aim was to publicise the work we do and how we offer help and advice to both patients and the Practice. It also gave us the chance to meet more patients, particularly those that do not visit the surgery on a regular basis.

We will be there again this year - Saturday, 9th June at the Queen Elizabeth Recreation Ground - and look forward to seeing you there. Please stop to say "hello".

### **Mole Valley Development Plan**

Your PPG was asked to make comments on the above plan and supported the Practice by expressing extreme concern at the pressure increased housing would place on all local infrastructure but, particularly, on AshLea Medical Practice as they already have over 20,000 patients and no funds available for more clinicians or consulting rooms.

### **Healthwatch Surrey**

We were approached by Healthwatch Surrey to see if there were any ways we could work together. Discussions are ongoing.

### **Newsletters**

We continue to produce the Practice Newsletter twice a year and the Spring/Summer 2018 issue is due mid/end of April.

### **"Welcome to New Patients" booklet**

The Practice asked for help and input from the PPG for their latest version of the New Patient booklet. Our comments were gratefully received and the new version is now available, not only in the printed version but also online on the Practice website.

### **Meet and Greet**

A number of Meet and Greet sessions have been held, at both Linden and Gilbert House, in March/April where patients were asked to complete a short questionnaire, particularly in relation to

the appointment system and knowledge of all online services. To date, we have received well over 100 completed forms and we will publish the results in the coming months.

### **Signposting Leaflet**

Our Signposting Leaflet, which points patients to all local support services and first published in 2016, has been updated and is available now in each surgery.

### **Patient Donations**

Following a patient request to the PPG to make a donation to the Practice, we have liaised with the Practice and, as a result, a Charitable Trust has been set up to receive such donations. The advantage of this is that any donation will qualify for tax relief, will not get lost in general NHS funds and will ensure that it goes towards specific projects which will benefit all patients. One possible project will be new optical equipment to allow the re-instatement of the Practice Eye Clinic.

### **Family Health Day**

As reported earlier, our planned Family Health Day will take place on Saturday, 8th September 2018 from 10 am to 3 pm at Ashtead Peace Memorial Hall, Woodfield Lane, Ashtead.

Chrissy Kerton has been co-opted onto the Committee to project the event and we are very hopeful that this will be a very interesting and enjoyable day for all ages. We already have confirmed participants to advise on, for example, healthy living, local support services and fun ways to keep family and friends fit and healthy.

We hope you will all join us on the 8th!

Finally, may I thank all of the Committee for their support and efforts during the past year.

Richard Garrard  
PPG Chairman  
April 2018

### **Q&A with the Chairman**

1. In reply to a question as to who the Trustees of the Charitable Fund are, Dr Lynne Davies advised that along with herself, Dr A Anderson and Dr K Navara are also Trustees. Justine Wakeford is to be the Secretary and post meeting, we heard that up to four other non medical staff will be invited to be Trustees.

2. One question to Dr Davies was on the subject of your "named Doctor". She explained that every patient must be attached to a GP from a NHS point of view. The Practice allocates patients to ensure that all members of the clinical staff have an equal number of patients based on the hours they work (some are, of course, part-time). A full time doctor, for example, may have an allocation of 1000 patients. As far as a patient is concerned, they are free to book an appointment with whomever they wish to see - it is only relevant that you see your "named Doctor" if you wish to have a medical certificate or similar such document signed by your GP.

### **Election of Officers for 2018 Committee**

The Chairman thanked all 2017 Committee members for the work undertaken during the year. Those standing for re-election were introduced to the Meeting: Maurice Baker, James Carleton, Susan Eddleston, Lynda Feeney (Secretary), Ian Funnell, Josephina Liu, Jane Owens and Stella Roscoe. All were duly re-elected following a proposal by Liddle Stokoe and seconded by Roger Pink.

Richard Garrard, as Chair, was duly re-elected but he gave notice that he will be standing down in April 2019 along with other Committee members who have served four years on the Committee.

He stressed the need for more volunteers to enable a smooth handover to a new team and despite

much advertising and promotion, we seem to have little success. He felt it would be tragic if, after

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all the work and achievements of the present Committee, the PPG fell by the wayside.

**The Open Meeting followed with a talk/presentation by local resident, Claire Richards, on behalf of the British Red Cross.**

Claire proved to be a vibrant, dedicated and very interesting speaker who had been a volunteer since the age of 18. She not only outlined the workings of the British Red Cross but also gave many useful "first response" tips.

The founder of the Red Cross was a Swiss business man, Henry Dunant (born 1828) and it was during the Battle of Solferio in 1859 that their motto "refusing to ignore people in crisis" first started. In his local village, he organised all the local residents to collect the injured soldiers, took them to the church hall and gave them food, clothing and medical assistance.

From those events in 1859 to today, they are there to help in a crisis - most recently being the Croydon Tramlink accident and Grenfell Towers tragedy. Their policy of neutrality and impartiality was enforced by the Geneva Conventions of 1864 and 12th August 1949.

Why the red cross? A question asked many times and it is, of course, the Swiss flag in reverse. The red cross is used by the British, American, Australian, European countries but in muslim countries such as Iraq and Syria, it is a red crescent and Israel and Palastine, a red crystal. The emblems of the Red Cross are protected and any illegal use is defended vigorously - particularly, for example, if used on childrens' toys. It can only be used to show neutrality and is a protection for all aid workers and volunteers.

Claire then showed us pictures of the early days, 1909, of the Red Cross in Surrey and Hampshire and it was interesting that, at that time, men and women were segregated. Voluntary Aid Detachments had a famous volunteer - Agatha Christie joined to cover the First World War in October 1914 and terminated her work in September 1918 having served 3400 hours!

As well as being pivotal in the establishment of Brooklands near Woking, during World War One, in her role as Assistant County Director for the Red Cross, Dame Ethel Locke King was responsible for establishing and organising 15 auxiliary military hospitals, and managing 700 volunteers in 19 Voluntary Aid Detachments. For her work during the war she was appointed Dame Commander of the Order of the British Empire (DBE) in 1918.

So from the past to the present, Claire outlined the services they give today:

1. They set up and run Field Hospitals - prepared and ready for any civil emergency.
2. Cycle Responders - any event involving a considerable number of people - i.e. road races.
3. Volunteer Ambulance Crews/NHS Contracts - staff/volunteers trained to a very high standard.
4. Logistic volunteers - radio communication.
5. Blue light ambulances supporting the NHS teams..
6. Working with East Surrey Hospital, they provide support for patients being discharged, particularly those without a relative. They will ensure they are settled back in their own home and will continue this support service for up to six weeks.
7. Mobility aids. Wheelchairs of all size are available, free for up to 4 months and also commodes.

If you would like more information, call **0300 456 1914**.

Claire also mentioned a very useful tool - a Car Cane (available from Argos) for help in getting in/out of a vehicle.

Surrey, in particular has a significantly higher percentage of population over 65 and of those, 1 in 4 will have dementia. This puts them at a high risk of seizure, falls and choking. Claire involved us all in what to do in these circumstances and how to be a "first responder".

Although the Red Cross run courses for which a fee is paid, the profits do go back to the charity  
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but Claire went on to inform us that free first aid courses are available to "groups", i.e. Ashtead Good Neighbours etc. A free first aid App is also available from the App Store. If you are part of a group that would like a course please contact **blangford@redcross.org.uk**

Claire emphasized that help is available from a number of places, i.e. Pharmacies, GP's, walk-in centres, 111, 999 and A&E. One point she did mention was that, for those hard of hearing, you can register to call 999 via a text (SMS) message. To do this, you first need to register in advance - text the word "register" to 999 and you will be set up to use this facility, should it arise, in the future.

8. Emergency Response volunteers, rest centres and recovery. Local volunteers support residents at times of a civil emergency, i.e. flooding, house fires, power outages etc. Did you know that your Utilities providers run a "Priority Register" – if you'd need help in a power outage call the number on your utility bill and join the register (you can also register on behalf of a friend or relative with their agreement). If you are on the register Claire informed us that should you feel vulnerable, live alone or need specific help in circumstances such as loss of heating, telephone failure, stair lift breakdown etc as a result of a power outage, the Red Cross will be automatically alerted and come to check you are ok.

9. Another useful aid was brought to our attention. The Lions "Message in a Bottle" (of which Claire had a supply for us to take home). This bottle is kept in the fridge with a copy of your medication, next of kin number or other contact details. A sticker should be placed on your front door and in the case of emergency, those attending will know that the information they require is sitting in the fridge!!

10. Our local British Red Cross also get involved in contingency "Planning for the worst" plans, such as adverse weather, electrical blackouts, pandemic flu and even space weather  
**[www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety](http://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety)** .

Are you prepared too? Claire informed us of other services available to help:

- The Fire Service will conduct a free "Wellbeing" visit to ensure our homes are as safe as they can be. They can provide free smoke alarms, fire-retardant bedding etc. Would you like to find out more? Call **0800 085 0767**.
- The Cinnamon Trust is another National Charity Organisation which helps elderly, unwell or terminally ill patients walk their dog or look after a treasured pet. **[www.cinnamon.org.uk/](http://www.cinnamon.org.uk/)**

Concluding, Claire talked about the two public defibrillators available in Ashtead and emphasized that we must not be frightened to use them - it can save a life. You call 999 and you will be given a code to access the defibrillator, at the same time an ambulance will be instructed to give you assistance. These units are outside Buckley's in The Street and St George's Church.

If you would like further information on any of the topics covered by Claire, please go to: **[www.redcross.org.uk](http://www.redcross.org.uk)** and if you would be willing to help out locally, as a one-off, if something happened, then please do register at: **[www.reserves.redcross.org.uk](http://www.reserves.redcross.org.uk)**

We thanked Claire for taking the time to attend our AGM/Open Meeting and giving us such an interesting and informative evening.

Claire will be joining us on our Family Health Day on the 8th September - don't forget to join us too!

The meeting closed at 9pm

Lynda Feeney  
PPG Secretary  
April 2018