



**BIRCHWOOD SUPPORT GROUP**

Birchwood Medical Practice  
 The Health Centre, Kings Road  
 Horley.  
 RH6 7DG

**MINUTES OF THE MEETING HELD ON 6.2.2012**

Present: Dr. E. Vijaykumar (VK)  
 Stella Price (Assistant Practice Manager)

Patient Representatives:

Jack Costello (chair) Liz James (vice chair)  
 RC, DH, RW  
 DB, MW,

<b>APOLOGIES</b>	SH, Mr. and Mrs. R JB, LA, ST, HB, TE, MW, DS CE	<b>ACTION</b>
<b>APPROVAL OF LAST MINUTES</b>	Approved	
<b>FEED BACK FROM PRACTICE</b>	<p>Dr. Kumar gave out a printed sheet outlining the latest feedback from the surgery. (Attached for information)</p> <p>Doctors: Dr. Kumar gave latest news regarding Dr. Thiagamorthy's return as a Locum GP and Dr. Mearns and Dr. Campbell returning following maternity leave.</p> <p>Nurses: He explained that our clinics were proceeding well and we were heading towards one stop clinics which Birchwood felt would benefit our patients.</p> <p>Admin: We are interviewing for a further member of staff and interviews would be in two weeks time.</p> <p>We have been reaccredited for paperlight and Stella explained what this meant for the practice.</p> <p>Dr. Kumar explained on line prescription ordering and this would be worked towards this coming year.</p> <p>Esydoc: Dr. Kumar thanked RW and MW for their attendance at the last meeting and confirmed that EsyDoc is now heading towards a shadow consortia and the input from our group is very valuable.</p>	
<b>EsyDoc GROUP MEETING HELD</b>	RW wrote a very comprehensive report. (Attached for information). RW described the	

**ON 26.1.2012**

meeting as being casual with 32 people attending.

An interesting debate followed and several points were raised which Dr. Kumar clarified.

Out of Hours: The contract for (Surrey/Sussex/Kent) was now going out to tender. JC queried the content of the tender and RW said that CB may be able to get a copy. Committee members were concerned about where the Doctors would come from to cover this contract.

RW also commented that it appeared that many East Surrey practices had not really started a Patient Group yet and that he felt we were further along than most.

RW made a valid remark with regard to the venue. Cold but noisy when heating put on!! Dr. Kumar offered Birchwood as an alternating venue.

**MEN'S HEALTH**

MW thought Dr. Baur's talk was pitched right. (33 attendees which was near to the maximum we could accommodate). MW had visited pubs/gym/Con Club and distributed leaflets. He had very little joy from the Horley Life. MW was thanked for his help with distribution of the leaflets. It was felt a feedback form would be helpful following these meetings. The times of the meetings was queried. It was felt we needed younger members and MW thought that possibly 22/23 year olds may have more commitment than 17/18 years. Dr. Kumar confirmed that he had contacted two young men who were willing to come but could not make the meeting this evening.

Dr. Kumar explained about gmail and LJ took away a few of the comments from gmail. The committee members felt that the Jayex Board could be used a little more and Dr. Kumar was happy with this.

Jack raised the issue of the Webpage for Birchwood and asked if we could include a Patient Group slot as this would raise the Group's profile. Stella explained that we had been looking at this. There was a problem with uploading the newsletter but this was in hand. There was no reason why we could not include Birchwood Support Group on the Website

**VK/SP**

	<p>which could include the Newsletter, Educational events, Esysdoc etc. Jack felt that a lot of our patients were not aware there was a Group.</p>	
<p><b>NEWSLETTER</b></p>	<p>Items for inclusion: Newsletter 3 was due in April and it was felt that a message from the Group's chair/next educational event/Esysdoc – what it was about/paperlight reaccreditation – to be prepared by Christine/Stella</p>	
<p><b>TOURS OF BIRCHWOOD</b></p>	<p>Stella will email JC with dates on return from holiday to accommodate small groups (2/3).</p>	
<p><b>NEXT EDUCATION EVENT</b></p>	<p>To tie up with Olympic Games it was suggested Healthy Living – possible 14.5.2012.</p>	<p><b>VK/SP</b></p>
<p><b>DATE OF NEXT MEETING</b></p>	<p>16 April 2012</p>	

**EsysDoc attachment found below**

Report on: **ESyDoc Patient Reference Group Meeting 26<sup>th</sup> January 2012**

(Agenda Item for Birchwood Support Group meeting 6<sup>th</sup> February 2012)

The meeting was held in the White Hart Barn at Godstone starting at 7.30pm. and was hosted by Elaine Jackson and Chris Burgess who are the two Patient Board Members of ESyDoc.

They were supported by two other ESyDoc board members; Dr. Patrick Kerr, Vice Chairman and Dr. Steve Williams, Managing Director. Also present was Carol Rowley who is the Public Engagement Manager for NHS Surrey, our PCT.

The purpose of the meeting was to bring together patient representatives from all the ESyDoc practices to:-

- (a) Hear about the objectives of the group and its role within the ESyDoc structure
- (b) Compare how their individual practice groups are developing
- (c) Identify aspects of our local health services for initial attention
- (d) Have an opportunity to question the ESyDoc board members

Elaine Jackson welcomed everyone, and Chris Burgess explained the role of the Reference Group emphasising its importance as the main link between individual practice PPGs and himself and Elaine on the ESyDoc board. With sufficient evidence of our concern over any particular issue they hope to be able to influence Board decisions accordingly.

There were approximately 32 patient representatives present and we divided ourselves informally into four syndicates. Elaine Jackson, Chris Burgess, the two doctors and Carol were at a top table. It became evident that not all 19 practices in ESyDoc were represented. Mike and I found that the other six people on our table were all from the same practice. Namely, Holmhurst, which is based on the Watercolour estate.

A representative from each practice was then invited to say a few words to the meeting about their own Group's progress and this revealed just how varied the situation is. Some people complained that they knew nothing about any patient group at their practice and had merely been phoned up and asked to attend this meeting. I was able to say that at Birchwood we had started, following an open invitation to all patients, in April last year and, with the enthusiastic involvement of our GPs and practice team, we quickly established Terms of Reference, Ground Rules and a Mission Statement. Together with the fact that we have already issued two Newsletters and organised two seminars for patients this seemed to place us among the best groups so far.

A session was then run by Carol Rowley in which the four syndicates were asked to identify areas of our local health service under the following four headings:-

- (i) Good and should be built on
- (ii) Biggest areas of concern
- (iii) Should preferably be delivered outside our local hospital
- (iv) Missing and should be provided

This session was perhaps not entirely satisfactory because not enough time was allowed. However, the flip charts produced by the groups were taken away for later study by Carol so, hopefully, she will find them helpful. The main concerns which were revealed included the future allocation of funding, the out of hours service and the effect of GP specialisation.

Finally, the question time with Patrick Kerr and Steve Williams was very interesting. Among the issues they dealt with were the following three that had featured among concerns in the previous session.

The allocation of funding.

Steve Williams explained that the formula used to allocate funding to particular areas takes account of a number of factors. One of these is “deprivation” and, of course, the population covered by ESyDoc does not suffer much deprivation. However, another factor is “age” and there is the possibility that this will be given more emphasis in future, thereby favouring ESyDoc.

The Out of Hours Service

This is up for national tender later this year and a specification is to be produced by some time in April. Steve Williams stressed that the content of this specification is exactly the type of area on which patients should have input and encouraged us to follow it up with our practice groups.

Specialisation by GPs

Patrick Kerr defended the trend for GPs specialising in particular clinical areas. Some patients are concerned that it reduces their availability for routine consultations within their practice. However, although this is inevitably true to some extent, other GP cover is always provided and the fact is now that patients are registered with the practice rather than an individual doctor.

The meeting finished about 9.45pm and we were invited to complete a short questionnaire giving our opinion on the venue and suggestions for the frequency of future meetings.

Richard Willcox