



Present: Eric Webb – (EW Chair)

Betty Borfiga (BB), Barry Mclean (Vice-Chair), Caroline Knight (CK - Secretary). Yvonne Burr (YB), Miriam Rudge (MR). Joanne Barnhurt (JB) – Practice Manager

Minutes Taken By: Caroline Knight (CK) - Secretary

Apologies: Alan Storie, Bob Sleeman, Janet Ambrose

EW welcomed everyone and went through housekeeping procedures.

1. **Feedback on Health Awareness Week EW –**

Praised everyone for their input and efforts both leading up to the event and on the day too. Funds raised on the day were just over £121.00 and the surgery is continuing to also raise with donation boxes at main reception. BB – volunteered to pay in all monies once collected. BB - location this year was better as people stopped and talked. CK – to produce poster and send feedback to Alzheimer's Society.

2. **Practice Manager – Talk about the Surgery JB –**

JB gave a brief outline of history of the practice and how it has developed. Grown from having 4000 patients to over 7500 and still rising.

Achievements:

- Computerised from turn of year 2000;
- Has won Investors in people award;
- Finalist of Employer of the year (against 9 other organisations);

New Initiatives and changes:

- Social Prescribing – this will take pressure off GPs and link with the local community with events and support for bereavement, elderly, mums, young people etc. Referral can be by GP and 9 networks in Croydon; JB opened the floor for PPG members questions.

BB- Spoke about fact people do need to talk face to face and will there be links with Croydon Carers Centre?

JB - Notice Board in main reception will give info and Social prescribing is to help on a non-clinical level.

YB – stated that the Flu jab drive was excellently run by Surgery and went so smoothly.

JB – thanked YB. Stated that local pharmacies have made a big push this year to entice people, but this takes money away from the surgery.

MR – are there going to be links with Occupational therapy or Age Concern? Stated Aztec Centre is a good place and will send info on this.

3. **Local Community Safety Awareness BB -**

BB highlighted the work that Age Concern can do for individuals who need help at home because of illness or disability:

- Make home visits and carry out assessments;
- Anyone with a disability can access the service;
- Make and offer advice on adaptations;
- If people purchase items to facilitate their disability the organisation will fit these;
- BB to send CK relevant info and look at producing a flyer;

Date of next PPG meeting: Thursday 16th January 2020 at 11am

The meeting concluded at 11:55. Minutes Typed by Caroline Knight – Secretary

Minutes Approved

Chair/Vice Chair _____

Date: _____

Caroline Knight Secretary Stovell House PPG