

MINUTES OF THE ANNUAL GENERAL MEETING AND OPEN MEETING OF THE ASHLEA MEDICAL PRACTICE PATIENT PARTICIPATION GROUP (PPG) HELD AT THE FAIRFIELD CENTRE, LEATHERHEAD ON THURSDAY 25TH APRIL 2019

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

Approximately 35 patients from the Practice were present and we also welcomed Rebekka Roberts from the Surrey Downs Clinical Commissioning Group.

Richard Garrard thanked Ellen Crook and her daughter for the wonderful spread of homemade cakes and Susan Eddleston for tea and coffee.

Apologies for Absence

The following had registered their apologies for absence: Pam Wilson, Julia Jarrett, Lesley Pearce, Sheila Harris and Collette Davies.

Matters arising from the Minutes of the AGM Meeting held on 19th April 2018

There were no objections or comments to the Minutes of the Annual General Meeting held on the 19th April 2018 (copies were available on the night). They were duly agreed and passed by those present.

Chairman's Report:

During 2018/2019, the main focus of your PPG was on delivering a successful "Family Health Day" with the aim being to reach out to the whole community. This was held at the Ashted Peace Memorial Hall on Saturday, 8th September 2018.

We were delighted to have a steady stream of visitors including Chris Grayling (MP for Epsom & Ewell) and Councillor Chris Townsend. We were also extremely grateful for the support of the following organisations:

Action for Carers and Surrey Young Carers

Ashted Good Neighbours

British Red Cross

Buckley Pharmacy

Mid Surrey Dementia Care Trust

Mole Valley Volunteer Centre

Surrey Downs Group - Diabetes UK

The Mary Francis Trust

We were indebted to Chrissie Kerton who organised and "project managed" the event.

During early Spring 2018, we also undertook another patient survey, primarily directed at the changes made to the booking of appointments. The results were mainly positive and encouraging, going to prove how fortunate we are with the services provided by our Practice.

However, there was sufficient evidence to indicate that a number of patients had concerns or problems in the making of an appointment - particularly the elderly, less mobile and those who relied on others for transport. There were also issues regarding the lack of online bookings and from patients who go to work, although it was acknowledged that the "out of hours" service had helped, to some extent, in that respect.

We have presented our findings in a report to the Practice, which includes some suggestions, and we await a response.

We have also continued our dialogue with Mole Valley District Council and Surrey County Council regarding parking facilities and wheelchair access at Linden House Surgery. We have had success in that, during the early summer, the parking spaces leased to private contractors were returned for use by the general public. This has resulted in a big improvement and eased problems experienced by the Practice.

At the time of writing my draft report, I planned to report "we are continuing our discussion with Mole Valley regarding a drop kerb for easier wheelchair access". However, we were most surprised to find, only days ago, that a drop kerb has been made outside the Linden House surgery. We had no prior notification of this but, needless to say, we are delighted.

We are in regular contact with Surrey Downs CCG and Healthwatch Surrey on a number of matters and we hope to work together with both organisations on projects which will benefit our patients.

Mainly due to the sterling efforts of our Secretary, Lynda Feeney, we continue to produce the half-yearly Practice Newsletter. The Spring/Summer 2019 edition will be published at the same time as our AGM.

We continue to update our social media sites and the Practice website with items of interest and currently have an electronic list of over 600 patients who are interested in being kept updated of Practice news. If you wish to be included, please email ashlea.ppg@gmail.com

As in previous years, your PPG had a stand at Ashted Village Day. Primarily, the main objective is to meet more of our patients and for those patients to have the opportunity to meet and talk to the members of the PPG.

This year, we will again be at AVD but with the main focus on the newly formed Registered Charity "Friends of AshLea Medical Practice". This has been set up by the Practice, at the instigation of the PPG, with the aim of raising funds for additional medical equipment which will be to the benefit of the community as a whole. Full details are explained in our Spring Newsletter.

Lastly, I would like to extend my sincere thanks to all the Committee for their help and support during the last year.

Richard Garrard

April 2019

Q&A with the Chairman

1. A number of patients present highlighted problems they had experienced with the appointment system and one lady new to the Practice outlined the excellent system operating at the Derby Centre in Epsom. Urgent appointments ring at 8 am and non-urgent at 11 am.
Richard Garrard informed her that this was suggested, and applied, to the AshLea Practice but it seems to have fallen by the wayside.

2. Working with the help of the Surrey Downs CCG, Richard hoped they would be looking at a number of ways other Practices operate the booking system and that an improvement can be found.
3. The Practice were also aware of a lack of online appointments and although improvements have been made, there was still room for further changes.
4. Another comment was to the effect that, on ringing the surgery, there was a long message before getting through (including advising that Flu vaccinations are now bookable!). He thought this could be realistically reduced.
5. Another patient raised the question of Do Not Attends and the point that numbers are now not published. It was advised that, since the introduction of text messages reminding patients of an appointment, the number had considerably reduced. Another comment was to the effect that, sometimes, something happens which means they cannot attend the appointment at the last minute - i.e. patient has passed away or been rushed to hospital.
6. Richard Garrard did inform those present that, in the past few years, the number of patients registered with the Practice had grown considerably and was now over 21,000. This was mainly due to problems with the Molebridge Practice and an increased number of new houses in the area.
The Practice had also experienced problems employing new GP's and the lack of space to house them.

Election of Officers for 2019 Committee

Despite a number of Officers intending to step down at the end of 2018, Richard Garrard reported that they had agreed to stand one more year simply because of the lack of patients coming forward to take over. The present Committee felt they had invested too much into the past five years to let their hard work slip.

Those agreeing to stand were:

Richard Garrard - Chair
Lynda Feeney - Secretary
Susan Eddleston
Josie Brinker
Maurice Baker
Jane Owens
Ian Funnell
Ian Guthrie
Carolyn Lewis
Ellen Crook
John Willmer

All attending unanimously voted for their re-election.

Privately, Richard thanked Stella Roscoe for her support and hard work over the past five years. She had decided not to stand for re-election for the forthcoming year.

The AGM closed at 8pm and Richard Garrard welcomed our guest speakers, **PCSO (Police Community Support Officer) Bob Apperly and Crime Reduction Officer Neil Clarke.**

Bob introduced himself as a PCSO for Central/South Leatherhead and has been for the past 8

years. Neil is one of 6 Crime Reduction Officers working in the Mole Valley and Epsom & Ewell.

At the onset, both Bob and Neil wanted to reassure the audience that the Mole Valley is one of the safest areas in Surrey and, in turn, Surrey has one of the lowest crime rates in the whole country. Audience participation was requested and the details below were also in answer to questions asked during the evening.

Home Security

In an effort to deter burglary and increase home security, one of the most informative methods was to interview people in prison as a result of burglary and theft crimes! What do people committing these crimes look for when seeking a potential victim?

- More visibility means less incentive to break in - i.e. avoid having a high hedge around your property. Planting a prickly hedge around fencing can also be effective.
- They look for houses in darkness. Use various timers around the house to switch lights on/off at various intervals, for example in the lounge from 6pm to 10pm and then in the bedroom from 10pm to 11 pm. These lights need to be visible from the pathway.
- Don't leave keys in a lock and store them well away from your front door. A burglar is fond of "fishing" for the keys through a letter box!
- Always take car keys upstairs - modern day thieves often steal cars "to order". If you have a keyless car, store the key device in a metal container to stop Wi-Fi signal between house and car
- Have an audible alarm fitted. There are many now on the market which are reasonably priced, require no wiring and are pet sensitive. They are also required to re-set themselves after 20 minutes.
- Install sensor lights in the garden which will light up between dusk and dawn. You should, however, be respectful of neighbours to ensure the lights do not shine directly into their property. Also locate so as not to create dark shadowed areas that could provide a hiding place for a thief.
- Install some trellis on top of fencing. Due to their instability, a burglar will not attempt to climb over.
- Flat roofs on sheds, garages and extensions can be an ideal point of access so think about using something like "prickastrip" as a deterrent.
- Keep your wheelie bins on the inside of the gate otherwise you are providing an ideal tool for jumping over a fence!
- Ensure that your side gate and/or porch is always locked. If using a key safe on the outside of the property and you also have a porch, think about having a different one in the porch for the front door.
- Always keep garden tools locked away. They could be used to break a window for example. Ground floor rear of property is the most vulnerable point of access.
- New devices are on the market to prevent crime and one highlighted was a "Ring" doorbell which can alert the householder, via their mobile, to who is at the door and they can then

speak to them directly. As the bell also shows a picture of the person at the door, burglars will now avoid homes with this installation.

- Check your insurance policy regarding recommended and required door locks.
- Neighbour Watch appears to have suffered a lack of response and participation but many are trying to re-vitalise it. You can sign up for updates and information on the website: www.intheknow.community (this covers Surrey and Sussex)
- Both Bob and Neil re-iterated that most break-ins are “chance burglaries” and a thief doesn’t usually “case” the house beforehand.
- **Ring 999 for a crime taking place and be as “location specific” as possible. For non-emergency contact, ring 101.**

Fraud

Fraud is most prevalent now and examples of such crime seem unbelievable but at the same time, plausible and even the most highly educated person can fall into the trap. They then are ashamed at falling for such a scam and are reluctant to report it. Both Bob and Neil urged everyone to be vigilant, report anything you suspect as crime to both the Police and your bank.

- A fraudster rings to advise there is something wrong with your bank account and they then ask you to take money out to give to another “bank” representative to re-invest. A bank will never ask you to do this but if unsure, ring your bank from another phone, never the one used to call you in the first place.
- It should be bank protocol to question any customer who is withdrawing a large amount of money to ensure it is legitimate and not a scam. The Police also do regular visits to ensure this protocol is being upheld.
- An unscrupulous trader will also overcharge a vulnerable client for a simple job and require a large amount of cash. A bank should also query this to protect the victim.
- The Telephone Preference Service is completely free and allows you to reduce the number of unwanted calls. Telephone: **0345 070 0707** or go online to register: www.tpsonline.org.uk
- You can also reduce a number of scam letters - the Mailing Preference Service is also free. The website is: www.mpsonline.org.uk
- Your local Trading Standards or local Crime Prevention Officer will also offer advice.
- Any call from BT or similar provider advising that you have a fault on your internet will not be true and should be ignored and reported.
- Bob and Neil stressed that there can be a certain time scale for investigating crime fraud. Whilst the Police should always be informed, it was suggested a victim also log the crime on www.actionfraud.police.uk. Please visit that site for reporting any **fraudulent** activities.

In conclusion, a number of booklets were available to be taken away including:

- Buckinghamshire & Surrey Trading Standards booklet - Scams (trading standards sticker pack)

- Guide to Home Security
- Reducing Garage, Shed and Garden Crime
- Reducing Vehicle Crime
- Don't make your property an easy target for burglars

Richard Garrard thanked both Bob and Neil for their informative, interesting and useful talk and the evening closed at 9 pm.

Lynda Feeney
PPG Secretary
5th May 2019