

# MINUTES of THE MEETING OF THE CUFFLEY AND GOFFS OAK PATIENT PARTICIPATION ROUP

**Wednesday 29<sup>th</sup> January 2025  
Held At Valley View Health Centre, Goffs Oak**

**Email: [cuffleygoffsoakPPG@hotmail.com](mailto:cuffleygoffsoakPPG@hotmail.com)**

**Present:**

**Claire Hourihan** (CH – Partner - Practice Manager)

**Lianne Enefer** (LE –Deputy Practice Manager)

**Maria Virtue** (MV – Chair)

**Barry Cressey** (BC – Vice Chair)

**Denise Read** (DeR- Committee Member- Minutes)

**Richard Kempzell** (RK- Committee Member)

**Diane Draper** (DD - Committee Member)

**Melanie Wilson** (MW -Committee Member)

**Charoulla Georgiou** (CG – Committee Member)

**Anne Newton** (AN -Committee Member)

**Steve Georgiou** (SG - Committee Member)

**Pearl Hanmore** (PH – Virtual Member)

**Carol Clark** (CK – Virtual Member)

**Cathy Williams** (CW – Virtual Member)

**Apologies:**

**Dr Vernazza** – (Senior Partner of the Practice), Linda Loftus, Pearl Hanmore, Sarah Wallis, Stephanie Foster

AGENDA ITEMS	Notes	Action By:
1. Welcome	MV opened the meeting by welcoming everyone. Current data shows there are 100 patients on the PPG list.	
1B. Action required from the minutes of the last meeting 9 <sup>th</sup> October 2024	<p><b>Terms of Reference 04/07/24</b></p> <p><b>RK:</b> Requested that he return to this agenda item later in the meeting</p> <p><b>CH:</b> suggested that she could invite different members of the clinical and non- clinical staff of the Practice to speak at our meetings. They could explain what they do. For example, the Practice pharmacist. the physiotherapist, the paramedic, etc. This was warmly received by all present</p>	<p><i>CH to invite to PPG meeting on 22<sup>nd</sup> May</i></p>

	<p><b>MV:</b> Explained that <b>she had attached</b> the notes from the Stand Up To Cancer item, included in the previous minutes</p> <p><b>The Practice FaceBook Page</b>  <a href="https://www.facebook.com/profile.php?id=61563657087284">https://www.facebook.com/profile.php?id=61563657087284</a></p> <p><b>CH</b> said <b>LE</b> needed to be sent the PPG minutes to be put on the website.</p> <p><b>CH</b> reported that the Practice is under considerable strain at the present, with several doctors being unwell.</p> <p><b>DD</b> asked if the large numbers of new patients were impacting on the load at the Practice. <b>CH</b> explained that no new patients could be turned away if they lived within our catchment area, but the Practice could generally cope. <i>(See also agenda item 4)</i></p> <p><b>AN</b> praised the reception team for their efficiency and kindness. <b>MW</b> also reported excellent service from our receptionists during the last few difficult months for her.</p> <p><b>DD</b> suggested we send our minutes to the Cuffley and Northaw Residents' Association, which was well received by the meeting.</p> <p><b>BC</b> <i>(Our Deputy Chairperson)</i> who also is President of the Goffs Oak Residents' Association agreed.</p>	<p><i>MV Yes done</i></p> <p><i>MV to send minutes to LE</i></p>
<p><b>3 The Role of the Social Prescribers and Volunteers:</b></p>	<p>Unfortunately, the Social Prescribers could not attend. However, <b>CH</b> praised the valuable work they carry out, and said that it was much appreciated by the Practice. TBC.</p>	<p><i>MV to contact to re-arrange They have confirmed they will both be coming to the AGM</i></p>

<p><b>4. Update from the Practice:</b></p> <p><b>Receptionists:</b></p> <p><b>Patient Numbers:</b></p> <p><b>New Patients:</b></p> <p><b>New Practice In The Locality?</b></p> <p><b>The Lift at Cuffley Surgery:</b></p>	<p><b>Facebook page:</b> <i>Please see agenda item 2</i></p> <p><b>CH</b> reported that a new doctor has been recruited, who is due to start next week.</p> <p><b>Dr Yusef</b> was recently delivered of a baby boy! A locum will cover her surgeries in her absence.</p> <p>Dr Rabia Osman started in January 2025. (female GP)</p> <p><b>CH</b> reported that all receptionists are well trained. There is only one vacancy at present. The receptionists have received admiration from patients, one even writing their praise to the ICB  <a href="#">Update We have filled the final receptionist position, she starts in March)</a></p> <p><b>CH:</b> There are now 13,400 patients registered. <b>CG</b> asked if when the developments are finished, whether the Practice would close its books? <b>CH</b> explained they are not permitted to close their book no matter how many new patients moved into the catchment area.</p> <p><b>DD</b> was concerned about the numbers of future patients likely to join the Practice from the planned development of a retirement village in Cooper’s Lane. <b>CH</b> hoped they would be out of our catchment area.</p> <p><b>DeR</b> also mentioned the new large development planned for the end of Newgatestreet Road, which is in our catchment area.</p> <p><b>GC</b> asked if there were plans to increase the number of doctors and clinical practitioners when the developments were finished <b>CH</b> said that no more doctors may be employed at our Practice in the future, as we are already at maximum capacity.</p> <p><b>CH</b> said that there were no plans for a new Practice anywhere in our area.</p> <p><b>CH</b> reported that the lift at Cuffley surgery is to be replaced. The work could take up to six weeks, with the accompanying noise intrusion. However, a chairlift was to be installed in the interim.</p>	<p>LE</p>
<p><b>5. Dates For Your Diary</b></p>	<p>Thursday 19<sup>th</sup> March at 3 pm:  Extraordinary General Meeting of the <b><u>Management Committee ONLY</u></b> to discuss RK’s suggestions to update our TOR.  <i><b>DeR</b> has attached a copy of the last Terms of Reference, which was last ratified in July 2023. <b>MV</b> will send a copy of the version <b>RK</b> submitted shortly, for comparison (Please see below)</i></p>	
<p><b>6. AOB:</b></p>		

<p><b>Resumed Agenda item 1B</b></p>	<p><b>1B. Action required from the minutes of the last meeting 9<sup>th</sup> October 2024</b></p> <p><b>RK</b> strongly objected to the addition of adverts for such things as healthy walks and music concerts to the minutes sent to all members. <b>MV</b> argued that many residents were lonely, and these activities promoted good mental and physical health. <b>RK</b> said he had actually <b>amended</b> the minutes with his views on the copy on Cuffley Surgery noticeboard himself. These minutes had been previously ratified by the Management Committee, <b>DeR</b> strongly objected to these amendments, made unilaterally, with no consultation with the Management Committee. <b>MV</b> pointed out that the committee had agreed to the addition of these adverts at the previous meeting. <b>RK</b> tendered his resignation, which was accepted. <b>RK</b> left the meeting.</p> <p><b>MV</b> would like to thank <b>RK</b> for his service to the PPG over many years</p>	
<p><b>1. Telephone System:</b></p>	<p><b>CH:</b> Our contract with the current telephone provider – Premier - does not end until 2027. We are legally ‘locked in’. <b>CH</b> would like to change our providers to – Daisy Communications. She is putting 100% effort into getting the contract changed. She is trying hard to get a ring-back system. <b>DD</b> said that the system at present, whereby after ten waiting calls the patient is told to ring back later, is very frustrating. Others agreed. <b>CH</b> asked that <b>PPG members who receive such a telephone message, should please contact her by phone with the time and date</b>, which would give her more ammunition when she complains to the phone company. <b>CW</b> felt that the message from the surgery at the beginning of the call is too long. Others agreed. <b>CH</b> said she is extremely dissatisfied with the telephone system at present. Many, many complaints from patients have been received. She is considering contacting OFTEL and/or the Ombudsman about it.</p>	<p>Comms company was Daisy but had changed its name? CH BC SG</p>
<p><b>2. Valley View Car Parking:</b></p>	<p><b>BC</b> is actively in contact with Mark Mills-Bishop, leader of Broxbourne council. Apparently, the surgery/library car park nets £64,000 per year. <b>BC</b> is fighting hard for the council to resume the old regulation of the first hour free. Cllr Mills Bishop wants to know how many patients of Valley View actually use the car park in one day. <b>CH</b> explained how difficult this would be, because as well as those with GP, nurse, and other clinical practitioners’ appointments, many patients simply parked and popped into the surgery to make a new appointment or request a repeat prescription etc. <b>DD</b> offered the services of the PPG to actually stand at the door and count!</p>	<p>CH to let BC have an example of daily numbers</p>

<p><b>3. Suggestions to update our TOR:</b></p> <p><b>4. Cheshunt Minor Injuries Clinic.</b></p> <p><b>5. Hospital Choice:</b></p>	<p>At the last meeting <b>RK</b> pointed out many anomalies in our TOR, which was originally written and ratified back in 2012. He kindly offered to suggest amendments for the committee to discuss. Unfortunately, the meeting had no individual copies of RK's version to hand.</p> <p><b>DeR</b> offered to study RK's suggestions and to produce a document for discussion. The document will be sent to Management Committee members well in advance of an Extraordinary General Meeting, attended by members of the <b><u>Management Committee only</u></b>, on Thursday 19<sup>th</sup> March at 3 pm.</p> <p><b>DeR</b> asked <b>CH</b> if all the receptionist could be told that Cheshunt Minor Injuries Unit does <b>not</b> deal with illnesses.</p> <p>If a patient cannot get an appointment at our practice, it is Chase Farm or the QEII Urgent Care that have doctors who might help them.</p> <p><b>DD</b> mentioned her concern regarding 'Hospital Choice'. She had chosen one hospital together with her GP, but received an appointment at a different hospital. <b>CH</b> said she would look into this, and asked <b>DD</b> to give her details.</p>	
<p><b>7. Date of next meeting:</b></p>	<p>This will be the <b>AGM</b>. 3.00pm on Thursday 22<sup>nd</sup> May at Valley View</p>	

# **The Cuffley and Goffs Oak Medical Practice**

## **Patient Participation Group**

### **Terms of Reference**

APPROVED BY THE ANNUAL GENERAL MEETING ON 13<sup>th</sup> JULY 2023

### **Mission Statement**

To enhance the relationship between the practice, the staff and its patients and to assist the practice in continuing to improve its provision of healthcare whilst ensuring that patients are at the heart of decision making.

### **Objectives**

#### **1. Be a patient voice: promoting a patient led culture**

- (i) To enhance communication between the patients and all partners and staff of the Cuffley and Goffs Oak Medical Practice;
- (ii) To promote, after discussion with the partners, any other matter which is deemed to be in the interest of the patients and the practice;
- (iii) To act as a planning tool for consultation on service development and provision;
- (iv) To provide feedback on patients needs, concerns and interests. Use information gathered from patients to discuss problems and potential improvements with the practice;
- (v) To provide a platform to test and modify ideas and plans;
- (vi) To provide a forum that, if called upon, is able to represent the views of the practice and patients that will influence local health and social care provision.

#### **2. Promote better healthcare and treatment**

- (i) Work with the practice to improve the take-up of vaccination programmes;

- (ii) Encourage communication of public health messages.

### **3. Challenge and support: help the practice to improve service delivery**

- (i) Identify opportunities to improve patient experience;
- (ii) Work with the practice to help it address the challenge of change;
- (iii) Review patient targeted material.

### **4. Membership**

- (i) Membership of the Group shall be open to all persons over the age of 16 who are patients of the practice and who have notified their contact details for membership to the Membership Secretary;
- (ii) Membership does not confer any prior claims on the practice or any right to preferential treatment.

### **5. Management**

- (i) The management of the Group shall be undertaken by a Committee consisting of a minimum of five and a maximum of twelve members, including its officers, namely: Chairperson, Vice-Chairperson, Secretary and Assistant Secretary;
- (ii) The Committee may co-opt other members for specific tasks as the need arises. Co-optees will not have voting rights;
- (iii) Officers and Committee members will be elected for one year at the Annual General Meeting;
- (iv) There should be at least one representative of the practice at each meeting. The practice will nominate its own representative, who will attend each meeting ex-officio and in an advisory capacity;
- (v) The day-to-day management of the Group shall be conducted by the officers of the Committee. Any action taken on this basis shall be reported to the next meeting of the Committee.

### **6. Meetings**

#### **6.1 Annual General Meeting**

- (i) An Annual General Meeting of the Group shall be held during the Spring of each calendar year;

- (ii) A minimum of 28 days notice of the Annual General Meeting (with Agenda) shall be given to all members;
- (iii) The quorum shall be eight members, including at least four Committee members;
- (iv) All matters shall be determined by a majority of those present. In the event of a tied vote the Chairperson shall have a second or casting vote.

#### **6.1 Annual General Meeting.**

*(i) An Annual General Meeting of the Group shall be held during each year either on a face-to-face basis or, if required, remotely. Currently the preferred media for a remote meeting is by 'Zoom' but this media may be reviewed at the discretion of the Committee, who may change this particular preference at any time.*

*(iv) All matters shall be determined by a majority of those attending. Voting at face-to-face meetings shall continue to be by a show of hands. Voting at remote meetings shall be made visually by a show of hands. In the event of a tied vote the Chairperson shall have a second or casting vote.*

#### **6.2 Extraordinary General Meeting**

- (i) An Extraordinary General Meeting of the Group shall be called on application to the Secretary, signed by not less than fifteen members. The meeting shall discuss only that item, or those items, for which it was called;
- (ii) A minimum of 28 days notice of an Extraordinary General Meeting (with Agenda) shall be given to all members;
- (iii) The quorum shall be eight members, including at least four Committee members;
- (iv) All matters shall be determined by a majority of those present. In the event of a tied vote the Chairperson shall have a second or casting vote.

*(i) An Extraordinary General Meeting of the Group shall be called on application to the Secretary, signed by not less than fifteen members. The meeting shall be a face-to-face meeting or, if required, remotely as in 6.1(i). The meeting shall discuss only that item, or those items, for which it was called;*

*(iv) All matters shall be determined by a majority of those attending. Voting at face-to-face meetings shall continue to be by a show of hands. Voting at remote meetings shall be made visually as in 6.1(iv). In the event of a tied vote the Chairperson shall have a second or casting vote*

#### **6.3 Committee Meetings**

- (i) The Committee shall meet at least four times a year;



- (ii) The Chairperson may call special meetings of the Committee as the need arises;
- (iii) Committee members shall normally have seven days notice of any meetings (with Agenda);
- (iv) The quorum shall be five Committee members, including at least one officer;
- (v) If both the Chairperson and Vice-Chairperson are absent from any meeting of the Committee, those members present shall nominate another member to act as Chairperson for that meeting;
- (vi) All matters shall be determined by a majority of those present. In the event of a tied vote the Chairperson shall have a second or casting vote.

#### **6.4 Minutes**

Minutes, including action points, shall be kept of the proceedings of all meetings.

#### **7. Review of Terms of Reference of the Group**

The Terms of Reference of the Group shall be reviewed by the Committee every two years.

#### **8. Alteration of the Terms of Reference of the Group**

The Terms of Reference of the Group may be altered by a resolution passed at an Annual General Meeting, or an Extraordinary General Meeting, by a majority of at least two thirds of the members present, 28 days notice having been given of the proposed alteration.

**APPROVED BY THE ANNUAL GENERAL MEETING ON 13<sup>th</sup> JULY 2023**