

**Culverhay Surgery
Patent Participation Group
Minutes of Meeting held:
Thursday 22nd September 2016.**

Attendance from Practice: Dr Mark Porter (MP) Lynne Brooks & Tracy Burton

- 1) **Apologies:**
Peter Beresford (PB) June Kent (JK) Helen Berwick (HB)

- 2) **Patient Group:**
Michael Sykes (MCS) Robert Maxwell (RM) Anne Slann (AS) Dave Johnson (DJ)
Graham Cook (GC) John Bridges (JB) Gwen Bridges (GB) Scott Bryce (SB) Derek Higgs (DH)

- 3) **MCS opened the meeting.**
 - i) MCS welcomed everyone attending. MCS introduced Chloe, pharmacist from Lloyds Pharmacy who had kindly agreed to attend in place of Vikki the Lloyds Manager who was on sick leave. Chloe recently in post acknowledged that there has been an historical situation around the prescribing and dispensing at Lloyds. In part due to staff difficulties and locum staff as well as change of management. However it was acknowledged that both the Surgery pharmacists and Lloyds pharmacists managed to maintain a good working relationship. The on-going good working relationship between Lloyds and the Surgery should be preserved at all costs for the benefit of the patients. Chloe explained that there has over a long period been a shortage of staff because of management issues around work completed not being properly recorded and this had a knock on effect for staffing. This should be rectified as her area manager has been informed of the problems. One of the problems has been the down loading of prescriptions for people seen that day in surgery and requiring their prescription immediately. Chloe advised that the prescriptions were normally downloaded 3 times a day and with staff shortages this created a back-log. MP asked what can be done by the surgery to help at this stage. After some discussion it was agreed that in future the GPs at the practice would issue a paper prescription to those needing urgent medication. This would be reviewed at a later stage. MP had already been in communication with the Area Manager of Lloyds and it was agreed that MP should contact him again with the concerns of the practice about the dispensing of medication in a timely way. It was felt that if this plan did not produce a good outcome then an invitation to attend CSPPG meeting should be offered to the Area Manager's Supervisor.
 - ii) In terms of the relationship between the Surgery Pharmacists and Lloyds Pharmacists continued contact by telephone and when appropriate Chloe offered to be available to attend CSPPG meetings.

Action 1) MP would contact Lloyds Area Manager and report back at the next meeting.

Action 2) MP will discuss issuing of urgent scripts with Practice.

4) Adoption of Minutes held on: 16th August 2016.

SB surname had been noted incorrectly from Bryceford instead of Bryce – this was duly amended. The Minutes were agreed and signed as correct after the amendment.

Action: GB to forward amended copy to KH

5) Matter Arising:

i) Update on Exit Strategy:

MCS read out an email from Town Clerk (copy attached). The cost of £15k without the extra costs was turned down by Wotton Town Council because there had to date been no accidents. After discussion it was felt that we had come full circle in these negotiations and the proposed build out was not our suggestion. It was agreed that MCS should write again to the Town Council pointing out that this was their proposal, to resolve the on going problems of entry and exit by patients to the surgery. The request from CSPPG was for a crossing, thereby eliminating some parking opposite the entrance and potentially some road markings and mirrors. The aim of CSPPG was to try to prevent an accident and were concerned that the Town Council appear not share the safety concerns. The letter from the Town Council arrived just days after the August 16th Meeting.

Action: MCS to draft a letter to Town Council in response for approval by the Doctors and circulate to members.

The parking problem on the space next to the Parish Room was discussed because the waste disposal company would routinely leave the waste unit on the other side of the entrance. The previously suggested idea of putting in a raised flower-bed was seen as the best solution, at this stage, to prevent parking and blocking of the view on exiting and also the raised bed could potentially hold the post for a mirror. Also if a mirror could be sited on the other side this would offer some benefit to those exiting.

Action: MP agreed to discuss this with CP and report back at the next meeting.

ii) Update on Membership

DH requested that SH be sent Minutes of the Meeting. GB advised that she is automatically copied in on all CSPPG matters as a member.

6) Surgery Update

i) MP advised that we are number one on the priority list – the decision is due within the next week. However the decision to carry out some updating work has been made to freshen up the surgery. It will involve the kitchen/ toilet carpets and some redecoration.

ii) MP informed the members of the potential for out of hours appointments as well as Saturdays and Sundays at The Vale, Dursley, for those that cannot make an appointment during normal surgery open hours. This would mean

that the patients may not necessarily see their usual GP but the length of the appointment time would be the same. (10 minutes) At present not all information will be on the network – but work is happening to allow access.

- iii) MP spoke about the work the surgery is doing to help Carers beyond the work that is already happening with Geoff Nattrass from Carers Gloucestershire. Explaining that the government agenda was to focus on those caring because of the impact on the carer and the cared for if they do not have support. The services are currently swamped due to the aging population. A difficult time for patients and the services is around this time of the year.
- iv) GB asked when the flu vaccinations were taking place and whether members of CSPPG would be attending to talk with patients about the CSPP Group and also about the online service for appointments and prescriptions. MCS asked GB to ask CP to prepare the leaflets for Online services and leaflets for recruitment.

Action: GB to email all members to ascertain attendance on the 8th and 12th October. Within next 7 days.

Action by all members to respond to GB by 1st October.

7) **Any Other Business:**

- i) **GPPG Meeting:** GB reminded the group of the next meeting of the Gloucester PPG

Friday 14 October 10 - 12 noon at
Churchdown Community Centre.

GB would be attending and if anyone wants to attend let her know as she will be driving.

Action: Members let GB know.

- i) **MIU Update**

- i. GB had emailed the MIU to find out how they selected the people or groups to take part in the consultation process and had forwarded the email 2 times without response. The decision for this is to be made shortly.

Date of Next Meeting: 18th October at 6.45pm.

