

**Culverhay Surgery
Patient Participation Group
Minutes of Meeting held:
Tuesday 15th November 2016.
6.45pm**

Attendance from Practice:

Caroline Pearmain, Practice Manager (CP)

1) Apologies:

Peter Beresford (PB) Scott Bryce (SB) Anne Slann (AS) Helen Berwick (HB) Jennifer Dadd (JD)

2) Patient Group:

Michael Sykes (MCS) Robert Maxwell (RM) Graham Cook (GC) John Bridges (JB) Gwen Bridges (GB) Greg Packham (GP) June Kent (JK) Derek Higgs (DH) Dave Johnson (DJ) Christine Kocik (CK)

3) Adoption of Minutes held on: 14th October 2016.

i) There were two amendments required for the Minutes.

- Title for KH was incorrect KH is the IT Manager.
- A full stop needed to be replaced by a coma to make sense of item number 6, paragraph 5.

The Minutes were agreed and signed by the Chairman MCS as correct and passed Secretary GB.

Action: GB to forward to KH (Practice Secretary) as soon as possible.

4) Matter Arising:

i) **Update on Exit Strategy (CP)**

Legal Implications:

CP had been unable to ascertain who she needed to contact to get advice about the use of mirrors. Briefly discussed were the use of mirrors and the potential for litigation in the event of an accident. CP agreed to contact the surgeries insurance company and report back at next meeting.

Action: CP to report back at next meeting.

ii) **Update on Exit Strategy: (MCS)**

Letter to Town Council

MCS wrote to the Town Council ,as agreed at the last meeting, and is waiting for the reply. He will let members have information as soon as possible. A brief discussion reiterating the groups concerns about the potential for an accident if no action was taken to improve the access and how the speeding up of motorists as they entered the vicinity of the surgery was a cause for

concern. The potential to contact and approach the PCSO (local beat officer) to see if it is possible for a speed watch to be conducted in the immediate area. This had been done in Hawkesbury DH informed the group. GB mentioned that when attending a NW meeting she had learnt of the Gloucestershire Speed Watch Scheme and agreed to forward details of the local PCSO from Neighbourhood Watch who had knowledge of the Speed Watch Scheme.

Action: GB agreed to forward details of CPSO to MCS asap.

ii) **Feedback On Progress With Lloyds**

CCP has been in contact with the Contracts Department at Gloucestershire Clinical Commissioning Group (CCG). They oversee contractual issues with GP practices, Pharmacies, Dentists and Opticians. They also address quality issues with these providers. CP read out an email that she proposed to send outlining the concerns raised by the PPG over the last 18 months or so.

The group reiterated the concerns formerly expressed regarding the patient experience not only on a personal level but also observation and word of mouth. The group agreed the proposed email was an accurate summary of the issues raised and agreed for it to be sent to the Contracts Manager at the CCG.

Examples of some of the issues raised were:

- System of storing prescriptions and inability to find the prescription and then the medication.
- The time involved for patients having to wait. Often patients are incorrectly sent back to the surgery when medication cannot be found adding further inconvenience to the patient.
- Long queues at the dispensary till (the only till) due to customers purchasing shop items.
- Patients having to wait for their prescriptions - often scripts are not ready within 48 hours and patients are asked to come back.
- DH suggested that CP send a copy of the email to The Chipping Surgery and CP reassured DH that there was regular contact with the other surgery in Wotton.

Action: CP to forward email to both the Contract Manager at CCG and also to Chipping Practice Manager and feed back at the January meeting.

5) Surgery Update:

CP reported that the surgery bid to redesign the interior of the surgery had been approved. NHS England will fund 66% of the total bid and 34% would need to be funded by the practice.

Formal communication from NHS England is expected next week, which will include details of timescales and next steps (due diligence etc). CP will keep the group updated as the project progresses.

Action: CP to report back at next meeting.

6) Newsletter:

GP had produced 3 layout of the proposed newsletter for members to look at and comment on. The group discussed the preferred layout and it agreed that:

Formatting

- 2 columns
- Adopt the Black & White Logo
- Front and back A4
- Keep it readable and uncluttered
- Large letter at the start of new topic

Content

- Role of PPG and relevance to Patients
- Dr Probert/Dr Porter Launch Letter
- Village Agent - Role
- Social Prescribing
- Carers Gloucestershire
- Anti-Flu Vaccination
- Update/Build Improvement Grant Information
- Adolescence Sign Posting to NHS Website
- Tips for Health and Wellbeing
- Write up on the various roles and responsibilities of workers at surgery by the staff
- opening times and other useful information as space allows

Links to and Dissemination:

- Link to Culverhay website PDF
- Link to Hawkesbury Parish Council /Newsletter/website) (DH)
- The first issue in January/February 2017
- Culverhay will cover costs of production (materials)
- Could be included in new patient information pack and A5 folder with inserts

GP agreed to produce a draft for the next meeting. CP to let GB know the contact numbers for Village Agent, Carers Gloucestershire, and Social Prescriber in order to plan the January/February Issue.

CP & MCS agreed to contact each other in relation to IT software sharing.

Action: CP to let GB have contact details of Village Agent etc., and pass to GP. GP to prepare draft newsletter for next meeting and liaise with GB.

7) Any Other Business:

i) BBC 1 Programme:

DH asked if it were possible for Dr Porter to pass on a comment about the usefulness of a programme on BBC1 Breakfast Show 6.00 – 9:15 to those people who have suffered or are suffering cancer. CP suggested that DH send her an email which she could forward to Dr Porter – DH agreed to summarise this in an email.

Action DH to email or write to Dr Porter

ii) New Membership

GB passed onto MCS a new member application for action received from CP.

CK new member – MCS requested that the details be passed to him asap.

**Action: MCS to review asap SS
GB to send details asap**

iii) Sustainability & Transformation Plan (5 year) Gloucestershire NHS Health and Social Care

MCS requested that The Sustainability and Transformation Plan from Gloucestershire NHS Health and Social Care be passed onto members for discussion at the next meeting.

Action GB to Circulate asap

iii) British Journal of General Practice November 2016.

RM requested that the document an editorial on Patient Participation Groups in General Practice be emailed to members. (2 pages 548 & 549)

Due to no facility for scanning GB plans to bring this to the next meeting for members in a photocopy format.

Action: GB to disseminate at next meeting.

8). Next Meeting:

Tuesday 20th December at 6:45 pm

Appreciating that Christmas is a very busy time – MCS said that he would offer a bribe of Festive refreshment.

Signed.....

Dated.....