

**Culverhay Surgery
Patient Participation Group
Minutes of Meeting held:
Tuesday 14th October 2016.
6.45pm**

Attendance from Practice:

Caroline Pearmain, Practice Manager and Kay Herniman.

1) Apologies:

Peter Beresford (PB) June Kent (JK) Anne Slann (AS) David Johnson (DJ)
Derek Higgs DH

2) Patient Group:

Michael Sykes (MCS) Robert Maxwell (RM) Graham Cook (GC) John Bridges (JB)
Gwen Bridges (GB) Scott Bryce (SB.)

New Members: Jennifer Dadd (JD) and later Greg Packham (GP)

3) MCS opened the meeting.

- i) MCS welcomed everyone attending. MCS introduced New Members Jennifer Dadd (JD) and Greg Packham. (GP)

Action: MCS would pass to GB details for new members as soon as possible to add to the lists of members and to the URLS list.

4) Adoption of Minutes held on: 22nd September 2016.

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

Action: GB to forward to KH as soon as possible.

5) Matter Arising:

i) Update on Exit Strategy:

As agreed at the last meeting MCS wrote to the Town Council with a reply to their letter and he forwarded his proposed reply to the Doctors at The Surgery. He received a reply from the practice that they were no longer concerned about the parked cars across the entrance. CP informed the group that she had forwarded the letter onto the Drs and they also had a discussion and there was reluctance to continue with the option of the proposed build out and yellow lines in front of the homes opposite the surgery.

MCS outlined the progress to date and the options that had been considered by the PPG and those that were suggested by the Town Council, namely the build out and the cost of the same.

The original plan was to see if two mirrors could be used to reduce the likelihood of an accident by at least giving those leaving the car park sight of approaching vehicles. The Chairman was advised by the Road Safety Officer mirrors were no longer recommended as “they could not be maintained” in spite of a pair continuing to be used at the junction of The Chipping and Symn Lane.

The Town Council and “Highways“ did not consider there to be a problem in Culverhay as no accidents had been reported. It was obvious that neither wished to be pro-active in preventing possible accidents as had been outlined in the original Report and subsequent meetings and correspondence. The Town Council continued to maintain that the parked cars opposite the surgery entrance acted as a traffic calming measure.

The Surgery had now decided that it did not wish to continue to pursue the matter of removing the parked cars.

CP agreed to look into what, if any, barriers there would be to putting up two mirrors in terms of liability.

MCS agreed to acknowledge the letter from the Town Council.

However, the CSPPG will consider other options and the legal position of putting up mirrors at a later stage.

In the meantime CP advised that the bin for the surgery will be moved to outside the Parish Room exit by herself and Dr MP. Which may help.

Action: CP to find out if there are any legal implications to mirrors being placed at the entrance/exit and feed back at next meeting.

MSC to write to Town Council asap.

ii) **Feedback On Progress With Lloyds**

CP advised that there had been no contact with the Area Manager at Lloyds. Two members of staff remained on sick leave so things have not really improved. Whilst we have a willing pharmacist the issue of lack of staff is a matter for Lloyds.

A brief discussion on patients’ experience using Lloyds to have their prescriptions dispensed confirmed that it remains problematic despite Lloyds having recruited additional staff. New staff members are being trained on the job.

GB reported that she had an hour wait and observed some of the chaos and whilst she was in good health this could be an ordeal for those who were really unwell or had far to travel. As well as the pressure on those having to catch buses, return to work or returning to parked cars.

CP informed that the potential to dispense medication at the surgery is operated under very strict criteria in response to a member’s question.

CP agreed to find out more about licencing and quality issues for the service delivered by Lloyds.

CP reported that Electronic Prescribing has improved the situation.

Action: CP to look into Licensing and feed back at the next meeting.

iii) Adopted Minutes:

GB clarified with KH that she had now received all the up to date Adopted Minutes on the web site. KH confirmed she had but needed Septembers.

GB to pass on Septembers Adopted Minutes asap.

iv) Update on Membership

There were two new members at tonights meeting GP and JD. GB advised that there had been 50 forms handed out at the anti-flu clinic. Another potential member is in the pipeline. Hopefully there will be some more in due course.

6) Surgery Update:

There was no update on the funding for the building despite expectations that we would hear from NHS England at the beginning of September.

Consideration about putting a sign up about No Parking has been considered for outside the Parish Room. For the time being CP and Dr MP will ensure that the waste bin is put there. And if needs be they will move it.

There were a total of 950 anti-flu vaccinations given over 2 sessions. There are no more big flu clinics planned for this season, however there are a number of smaller clinics planned over the next month, and the child flu clinics will start in the October half term.

The numbers of patients registered for online access (opting to get their medication and appointments on line) had increased from 1411 to 1500 (21.8% of patients to 23.7% of patients) since last month. This increase is largely due to the work of the PPG in attending the flu clinics to promote online services.

CP thanked those who took part in speaking with and encouraging patients to use the online service. There was a brief discussion on the usefulness of the attendance by Carers Gloucestershire, the Fire Brigade and CSPPG and it was generally felt that it was a worthwhile exercise. There were some lessons to be learnt about the flow of patients for future events to ensure that they get through quickly. This had been spotted on day one and rectified by the second sessions. There had been some useful contacts made. Leaflets from the Fire Brigade would now be left at the surgery to be included in the new patients welcome packs.

7) Any Other Business:

i) **Anti Flu Vaccination Clinic** Feedback) – covered above.

ii) **Gloucestershire PPG** – GB and RM had attended this meeting.

It was a busy meeting, as always, and there were an array of brochures and items of interest. GB had prepared a short feedback on each session and

forwarded this to all members by email. All members would be sent copies of the Power-Point Presentation hand-outs when received by GB, from Sheila Dwyer at GPPPG.

GB ran through the feedback sheet with the group.

RM reported that the GPPG has asked members to report back on whether they would prefer for the groups to be held in local clusters. It was felt that this would be of benefit in terms of meeting with other PPG who have similar challenges to us. There did not appear to be a format for responding to this and GB agreed to speak to the organiser Becky Parish to find out how we can respond to this possible option.

GB would put all the information into one file and members and staff at the Surgery can request the folder at anytime from GB.

Action:

GB to email out the information once received.

GB to contact GPPG and feedback at next meeting:

GB: Prepare a folder for GPPPG Information.

iii) Newsletter:

CP had forwarded to GB a copy of The Rowcroft Surgery Newsletter.

GB had emailed CP and KH prior to this with ideas, as previously requested, for the newsletter and had wondered if something could be done prior to the anti-flu clinic. Ideas included raising awareness of the CSPPG and other matters of interest like MIIU and the Out of Hours appointments, changes in staff and the possible funding for the refurbishment and alterations work. It was felt that there was not sufficient time and also there had not been the expected news of whether the application had been successful. GB circulated the Rowcroft Newsletter and said that she was prepared to be involved to collate the information but that she needed some help from members to do this. GP offered his support and MCS offered the use of a software package to achieve this aim. CP advised that they are currently understaffed in terms of admin hours and would appreciate help to get this underway.

Action: GP & GB to get together to work out a plan to commence working on the newsletter.

All members to email GB with items that they feel should be included and where possible to supply the information to GB – ASAP.

GB to put Newsletter onto the Agenda for next & subsequent meetings.

8) Next Meeting:

20 December 2016.
6.45pm.