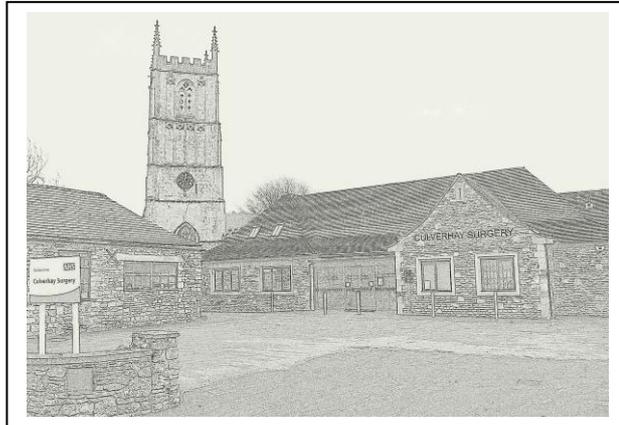


CULVERHAY SURGERY PATIENT PARTICIPATION GROUP

Wotton Under Edge

NEW IMAGE



MINUTES

17th April 2018 @ 6.45

1) Apologies: Peter Beresford (PB)

2) New Members: None

3) Attendance:

Derek Higgs (DH) Geoff Swallow (GS) Gwen Bridges (GB)
Chris Kocik (CK) Robert Maxwell (RM) Graham Cook (GC) John
Bridges (JB)

Practice Members:

Claire Bennett (CB) Caroline Pearmain (CP)

4) Welcome and Introductions:

Chairman DH newly elected said he would work to the best of his ability and that he would try to steer the group forward as best he could. He thanked MCS for his past services and thanked him for his on-going support. DH asked that all questions go through the Chairman. No meeting to be held in July and August.

There will be 10 meetings a year, one of which will be an AGM, followed by a short separate meeting after.

5) Adoption of Minutes of AGM 20.3.18

A discussion took place on Item 7.

GS was not comfortable with the level of detail. MCS felt the Minutes should be agreed as written. CP could see no reason why they should not remain as written. RM felt they should be altered. After a lengthy discussion DH summed up:

- 1) Accept as written.
- 2) GS comments should be noted and added as an addendum to these Minutes.
- 3) By separating out the AGM and Monthly Meeting the above situation would be avoided.
- 4) A show of hands showed a majority Vote with one abstention.

The Minutes were signed as correct.

Action: GB to send to KH.

6) Matters Arising:

- **Surgery Update:**

CP updated the group on the recent CQC visit last week. She thanked MCS and JB for attending on behalf of the CSPPG. The inspection is carried out usually 3 yearly, the last one being carried out in December 2014. This inspection was more in depth than the last. The inspectors were a Pharmacist, Nurse and Doctor and an inspector. The CQC inspection used KLOES (Key Lines of Enquiry) as the framework for inspection. It was an in-depth inspection and the inspectors did not offer a huge amount by way of feedback at the end of the day. The inspectors were very complimentary about the Patient Participation Group and that we should feel very proud. The original group has grown to what is now from a virtual group to now being an established group meeting monthly. Most other groups meet

quarterly and some are virtual groups. The inspectors commented on the quality of the Agenda and Minutes. They picked up on the accessibility of appointments for patients to be seen on the day or book on the day or the day after. CP said that with all the work and the keenness of staff to provide a good service to patients she hoped that they would get a good report. The draft report will be available in 4 – 6 weeks. There will be 10 days to pick out any factual corrections. The inspection is now complete and it will be what it will be. All staff worked together and were hands on. Now there is a big sigh of relief. If all is well it will be another 3 years before another is due. If there are areas that need improvement the practice is likely to be re-inspected within 12 – 18 months. CP was happy with the way that the PPG presented itself. DH asked if there were any guidelines for the PPG for future inspections and Caroline said that the most important thing was to be honest and open. Sometimes there are some suggestions that filter through from other practices when inspections have taken place and this information will certainly be relayed to the PPG members attending.

**Action: CB or CP to update
- May meeting.**

- **Newsletter Update:**

The newsletter is ready to go out in May. MCS asked that KH be made aware of the changes to elected officers. There are a few small spaces to fill.

**Action: KH to circulate May
2018.**

- **Membership & Administration Issues:**

- Currently 17 members.
- CWB resigned.
- 1 New Member request received.

Action GB to amend members list & write to new member asap.

Evergreens- Hawkesbury

GB has heard back from Mandy at Evergreens and is waiting to hear from her once she has consulted her members.

Action: Feed back any correspondence.

Register of Members:

Confidentiality Forms all up to date. The file will be held at the practice with Claire Bennett and GB will update quarterly to comply with data protection.

Action: GB to update.

New Members:

When new members join we should ask them to agree or not the information they are happy to share. Email List, Photograph, name in Minutes.

Action: GB to update Current practice asap.

Leaving Members:

Card for DJ from the Group:

Action : GB asap.

Photographs:

GB confirmed that she had had discussions with KH relating to updating photos on the site. This is in hand with KH. MCS will continue as group photographer to offer continuity.

Action: KH &MCS.

7) Amendments to TOR

MCS updated TOR to reflect the changes as discussed at AGM. Members received a copy of the changes in the amended TOR dated March 2018.

Amended TOR dated March 2018 adopted.

Amended TOR to be circulated to new members.

Action: GB to hold file copy.

8) Any Other Business:

Meeting to be arranged to again review the TOR

GB circulated a document issued by the British Journal of General Practice on the role of PPGs for members to read. GB asked CP and CB to let the group know 5 ways in which the group might be able to help the practice by giving us aims for the forthcoming years. At an informal meeting between the new Officers - Chairman, Vice-Chairman and Hon. Secretary, the idea of forming a sub group to work on the TORs aims and objectives was discussed. A plan is to develop involvement within the group by forming a sub group to work on specific goals.

Action: GS and DH.

CP said that the Practice struggles to achieve covering different age groups suggesting trying to engage with KLB. GB suggested that a way in might be via the Pastoral Care teacher at KLB. A discussion followed about potential ways of engaging with youngsters around offering them support in projects. MCS suggested contacting the Youth Group which currently meets at the Church in Rope Walk as another young people connection.

Action: CP & CB.

SMS – Newsletter

GS asked if it was possible to use SMS for patients to receive the newsletter and CB advised this was already happening.

Action: NFA.

Confidentiality Cards

Cards are now available CB advised for people who wish to speak privately at reception.

Action: NFA (*potential for newsletter*).

Feedback From Informal Meeting of new Officers

These meetings are not quorate therefore no decisions can be made. Notes may be taken but will not be circulated. DH GS GB plan to meet 9th May to discuss how we are taking the group forward and what message DH needs to take to the May Meeting.

Action: DH to update next meeting.

Project: CP

Independent Patient Survey:

CP advised that she has a project planned and would welcome the support of the PPG. The last one was carried out in 2014. This was The National Patient Survey. This survey is more detailed and is being supported by The University of Exeter. CFED. CP will look into the data sharing issues and get back to the group.

Action: CP to get back.

The group could also be involved in meeting the challenges of the Charfield development. The additional consulting room and the ability to take in more patients will help with this challenge. The practice would welcome more patients

but it is not allowed to directly advertise. CB had distributed a trifold leaflets around the area. Ideas such as photos of the PPG with the practice and the use of papers might raise the profile of the practice and patient involvement. DH spoke of reported difficulties of Hawkesbury patients of the Yate surgeries experiencing appointment delays. Another opportunity could be when the CQC report comes out.

CP said that members should consider what they need or want to know more about the working of the practice.

Action: CB/CP to advise group.

DH asked CP what was happening with re-hanging the seascape Painting and CP said that this was in hand.

Action: CP/CB to update at next meeting.

9) Next Meeting: 15th May 2018 @ 6.45

Apologies: MCS/GB/JB/GS

Signed _____ **Chairman**

Dated _____

