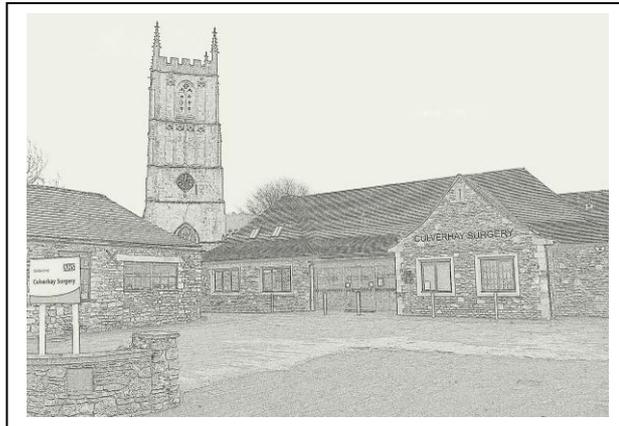


# **CULVERHAY SURGERY PATIENT PARTICIPATION GROUP**

## **Wotton Under Edge**



### **Minutes of Meeting** **16<sup>th</sup> October 2018.**

**1) Welcome by Chairman: (DH)**

DH opened the meeting with a warm welcome to guests Dr Probert and Amber Walters, Independence Trust and new members JK, JC, JM.

**2) Apologies:**

CS MG GC PB MCS SH

**3) Members Attending:** GB JB GS DH BO CKJK JMK AW JC & CB  
Culverhay Representative.

**4) New Members:**

This was JM & JCs first meeting.

**5) Surgery Update:**

Dr Probert introduced himself to members as the managing partner and said that he was happy to be at this meeting. He had attended many over the years since the group formed. He explained how the disconnect between providers of healthcare services and patients had brought about the rise of Patient Participation Groups and that he was happy to embrace communication with the group in a flexible open way to improve services.

He gave members a locality update about the political desire to move primary care organisations, GP practices, Glos Care Services, podiatry, physiotherapy and occupational therapy etc., by bringing these services full circle back to where they were 20 years ago. He took the group through the changes made over 20 years.

He spoke of the pressures on small local and rural GP practices and how Berkley Vale Surgery closed its doors one Friday and re-opened by an emergency provider on the Monday. This situation is not unique to Gloucestershire and he explained how the smaller rural practices have been affected due to financial pressures.

Dr Probert up-dated the members on staffing:

Dr Barford-Turner is the ST3

Dr Duirmud White does 4 sessions and is the ST2 who joined us from Minchinhamton and is now a GP.

### **Lloyds Pharmacy:**

Concerns raised by patients with the surgery about the service provision from Lloyds. The surgery wish to reassure the PPG that they have acted on this and have informed the CCG who manage the contracts for the service provision and the complaints are being investigated. Patients need to speak out and let the surgery know of problems directly because the CCG want actual examples and not anecdotal accounts. Dr Probert explained how people living within 1 mile cannot have a script filled by the pharmacy at the surgery but those living outside of the one mile radius can.

The use of providers like Pharmacy2You was a decision individuals should make but its provision is not endorsed by the practice. The reason for this is that once a script has left the surgery and goes to the place designated by the patient then it is out of the hands of the surgery and this could become problematic if the medication does not arrive at your home by post or courier if you requested it. It also puts a local chemist's viability at risk if patients go elsewhere.

DH (Chairman) thanked Dr Probert for his input and asked members to take time and consider all that Dr Probert spoke of, and to send to GB (Hon Sec) any questions they had about these changes or anything else. GB would collate the questions from members and forward them to

CB to pass to Dr Probert and for GB & CB to arrange with Dr Probert a return to our meeting to respond to the questions. DH requested that people keep the questions focused on the needs of the practice and its patients.

**Action: All members \***

**6) Guest from The Independence Trust:**

DH welcomed Amber Walters who began work for one half day a week at the Surgery this week and she explained that she was keen to come to the CSPPG to meet the members.

Details were exchanged between Hon Sec GB and AW to arrange a guest slot at one of our meetings and GB asked AW to discuss with her managers the potential for IT worker AW to explain her role and the service she offers and how her role fits within the practice and following the meeting for a write up to go into the CSPPG newsletter. AW distributed leaflets to members. (See attached)

**Action: GB & AW arrange slot  
GB&RM to discuss Newsletter  
Article.**

**7) Adoption of Minutes:**

Minutes were agreed and adopted DH signed subject to a minor amendment paragraph 5 bullet point 4 should read JMK and not JK.

**Action: GB to correct asap**

**8) Matters Arising:**

- Getting to Know You  
DH asked if members could let GB have their Pen Picture of 100 words if they had not already done so. GB would collate the information ready for a group exercise to keep the Getting to Know You aspect of the group back on track. GB advised due to the changes in data protection she will be asking members to confirm that she can hold this information on behalf of the CSPPG and that the Pen Pictures would not be used outside of the CSPPG.

**Action: Members to complete ASAP. GB to email to all.**

- **Wotton Directory**

GB had contacted Wotton Directory, Miora Buist and she agreed to put an article in the next magazine about the CSPPG and Your Circle at no charge. The article reached the editor on time for the next publication in November. Dr Porter had approved the article. GB had spoken with social services to ensure that there would be no problem if she put the article into the Wotton Directory. GB also advised that she had written a longer article for the CSPPG Newsletter and this too had been published. GB also asked if the details of Your Circle could go somewhere on the website or be on display at the Surgery. GB needs to process this enquiry with the Practice Manager and IT manager. GB thanked MG for this suggestion and although MG has decided not to remain with the CSPPG his brief presence with the CSPPG had been very useful and she wished to minute her thanks for his suggestion.

DH told Dr Probert that South Gloucestershire, Hawkesbury did not have access to such a service and how was they best way to raise his concern about this. Dr Probert suggested that through Counsellors in his DH home area might be a starting point and that these co-terminus issues were local authority issues and not health boundaries. GB had rang the S. Gloucestershire number given to DH and was not able to establish if there was any data base patients/clients could access of voluntary statutory or charitable organisations that people could access.

JK was pleased to hear that the information was out there for those that receive the Wotton Directory, The Newsletter and the online service but what about those people that don't? GB said that AW from IT was someone based one half day at the surgery that would be able to help. People need to ask for help, whether it is family, carers or relatives.

**Action: Discussion GB CP CB KH**

**GB to thank MG and letter to Moira Buist.**

- **Patient Online Registration**

MCS, GS, JB, GB MCS were planning to attend the Anti-Flu Clinic day on 26<sup>th</sup> October. If any members wish to come along and learn the ropes about encouraging people to sign up for online registration they were welcome and should contact her. They can attend anytime from 9 – 1pm.

CB advised that a further session has been scheduled for November 13<sup>th</sup> 1.30 to 3.00 pm and members should let GB know if they are going to attend and if they need support. If no support is needed then they can contact CB directly. CB will have the necessary paperwork ready on the day.

**Action: Members & CB**

- **Pharmacy to You**

MG was going to research this topic with Pharmacist at Culverhay. MG decided not to join the CSPPG so this issue was not pursued. However, Dr Probert addressed this issue when updating the members about progress and developments within the practice. See Surgery Update item 5 above.

9) **Secretarial Update:**

*Report Attached Report.*

10) **Newsletter Update:**

CB advised that the Autumn Newsletter had gone onto the website and there are copies at the Surgery. GBs article on Information is Empowering was included.

Discussion at next meeting for next Newsletter.

**Action: No further action**

11) **PPG Network Meetings:**

RM spoke to members about the interesting meetings he had attended on behalf of the CSPPG.

*(See Report Attached).*

He explained there are two PPG meetings:

- 1) Dursley & Stroud and Berkley Vale PPG held quarterly and locally and discusses issues that arise like The Vale. Next meeting is on the 1<sup>st</sup> November at May Lane 6.15pm. Attended by RM & GB
- 2) CCG network meeting of all the PPG in Gloucester and the last meeting was on 14/9/2018. The next meeting should be December but it is more likely to be in January 2018 date to be arranged. It is usually held in Churchdown. Attended by RM & GB

**12) Any Other Business:**

- **Defibrillator Training and Update.**

GB had sent out this evening to all members the latest information about the defibrillator project that has been going on in Wotton by Dr David Owen. (See attached new update from Dr Owen together with information about the installation and the siting and operating of the defibrillators).

Further updates will be coming soon and hopefully some members may be able to attend free defibrillator training. GB will keep circulating the information and asked if people do not want to receive emails can they let her know. The membership decision was that GB should continue to circulate and people should delete anything they do not need.

**13) Confirmation of Next Meeting:**

**20<sup>th</sup> November 2018  
Culverhay Surgery  
6.45pm**

**\* Question to be sent, emailed, etc., to GB**

