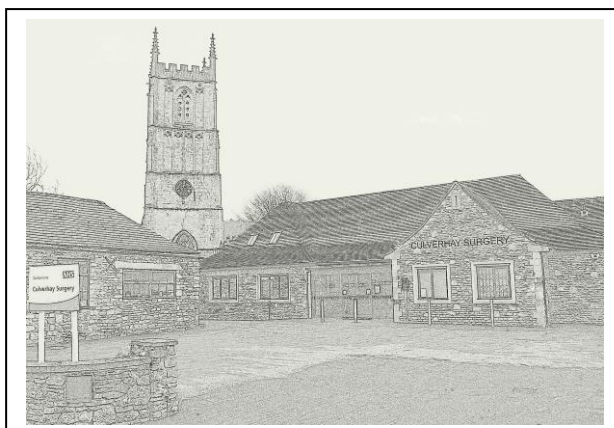


# **CULVERHAY SURGERY PATIENT PARTICIPATION GROUP**

## **Wotton Under Edge**



### **Minutes of Meeting**

15<sup>th</sup> January 2019.

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

DH opened the meeting with a warm welcome to all and thanked MCS for obtaining name badges. Badges to be returned at the end of every meeting. As people come and go these badges can be reused with new names being inserted.

#### **2) Apologies: PB AW GC SD AW**

#### **3) Members Attending: DH GS GB RM MCS JB JM JC BO CB (Practice Rep).**

#### **4) New Members:**

No new members attended this evening. Two new members applications are being processed. MM and JAE.

#### **5) Adoption of Minutes 18<sup>th</sup> December 2019**

Minutes Agreed & Signed. One amendment under Matters Arising BVPPG should read 20 year not 20-30 year.

**Action: GB**

## 6) Matters Arising:

### - **Action Young People:**

MCS offered apologies to GS in relation to his enquiry to GS progress in contacting the Minister at Rope Walk. The action was not for GS.

GB outlined the contact she had made with The Minister at Rope Walk and the Youth Worker at Rope Walk. We are waiting for a formal invite to attend one of the youth group sessions. The sessions are held on a Sunday evening.

### - **Action Chipping Surgery:**

GB also met with Chairman of Chipping Surgery to share ideas on how we can attract younger members by a dual PPG approach via KLB School. GB asked for the support CB if we are involved in the Careers Evening. GB will pursue and feed back at the next meeting.

GB outlined how useful the meeting with LA at The Chipping had been in terms of being able to share both strengths and weaknesses of different aspects of getting the PPGs working well within the two surgeries. It was interesting to note that we appeared to have been successful in many areas and were struggling in the same areas. The Chipping also has a remit for fund raising and this has been successful. GB pointed out that at the BVPPG meeting the PPG from different surgeries meet and share information but it is very superficial.

DH thanked GB for sharing emails to keep him and others in loop and her efforts in getting this moving. DH advised her not to take on too much. GB agreed to ask for help if needed and to keep the group updated and it

was agreed to make Young People an Agenda Item to keep the momentum going.

**Action: GB Agenda Item in future.**

***Terms of Reference:***

MCS suggested that we could vote on any changes to be made at the AGM in March. We first need to consider how we might change the TOR to allow honorary members to attend. MCS felt this needed further discussion and agreed to support DH & GB to look at this. However, caution about the number of Honorary Members we have and what they will contribute was discussed. CB explained that AW worked for a half day a week in the surgery under a contract with Independence Trust and how her work with patients around social prescribing and linking with CSPPG would benefit patients and the surgery.

GS suggested that AW could be included under the Virtual Member Group. GS said that he did not fully understand until he watched the NAPPG video useful role that virtual members could play especially when seeking the views of patients.

**Action: GB email MCS & DH**

**7) Surgery Update:**

CB advised the group that the problems with Lloyds were in hand and thanked GB for her sending an email to NHS England and to the surgery. GB summed up to the group that after following the procedure outlined at the last meeting to ensure that complaints were recorded by using the NHS England website to make formal complaint, member JB,

received a response from NHS England advising him to sort it out himself by going to the pharmacy. GB referred to the email from Councillor Ken Tucker, other members had also seen the message. KT was very concerned about the amount of abuse staff at the Lloyds were experiencing and that abuse was unacceptable.

GB mentioned that staff abuse had been raised by the Pharmacist from Lloyds when she attended a meeting last year when we were trying to work with Lloyds on issues.

CB informed the group that the CCG and Surgery are meeting 30<sup>th</sup> January 2019 regarding the patient service experience at Lloyds Pharmacy.

Dr Grace Thompson will be on maternity leave from next week and will return September.

Dr Probert is back from leave.

Can PPG help and support the practice with a survey. DH agreed that the group could. GB asked if we could see the questionnaires and have input and CB that CSPPG would be involved.

The Improved Service Access will be held every Wednesday at Culverhay Surgery 4-8 pm. The appointments are given when patients phone in. They have to meet the criteria of acute and need to be seen, and cannot wait.

If spaces are free after normal surgery appointments then they will be offered an after surgery appointment first. After

surgery appointments are 5 minutes. The extended hours appointments are 15 minutes. Appointments will be offered to those who are working and unable to come during working hours. They will be from 4pm to 8pm this will take place on a Wednesday at Culverhay with Dr White. All patients attending will be asked to feed back on their experience to monitor the service changes.

This is part of the Berkeley Vale cluster which consists of Culverhay surgery, May Lane surgery, Chipping surgery, Cam & Uley surgery and Marybrook surgery in Berkeley. All surgeries will hold an improved access surgery 1 evening per week.

There will be occasional Fridays starting in January and some Saturday mornings will be also be covered.

Locum Dr Nimenko will start in February.

### **Action: CB Agenda Item**

#### **8) Secretarial Update:**

Two potential new members bringing the group to 20 members. GB is completing the process and both had been invited to this evenings meeting but did not attend. GB to follow up.

100% compliance on Data Protection Agreement

100% compliance on Confidentiality Agreement

Other work carried out by Hon Sec since last meeting was covered under Matters Arising - Young People.

Dog Walking going well. Four people have approached and there have been three walks. The longest was 3.5km. GB explained that the poster was not very clear about people needing to ring AW or GB before showing up at The Culverhay. AW will rectify this when talking to The Chipping and The Culverhay patients. Contact with GB needs to happen to ensure numbers and route and ability in terms of safety and manageability.

RM and GB will attend the 7<sup>th</sup> February meeting at Stroud. Following a discussion about the purpose of a report for the above meeting on progress and problems it was agreed that a CSPPG report will be written by GB of group achievements for that meeting. GB to review past Minutes and bullet point items.

**Action: GB**

**9) Newsletter Update:**

Dr White has been interviewed and RM has submitted the the article. RM explained to the group that he was happy to continue to write these articles as a regular feature for the Newsletter covering the range of staff groups within the surgery.

GB to write article on dog walking group. Then the newsletter will be ready to go.

**Action : GB & CB**

**Any Other Business:**

- (10) GS reported that when his wife called one day the ansaphone message said that “one of our agents will get back to you” CB will look into the matter and confirmed that there had been some problems with the phones but that was not a message she recognised.

**Action: CB**

JM and others noted that the photographs had not been updated on the web site and CB agreed to check this out with KH. Those missing JM AW JC.

**Action: CB**

DH closed the meeting at 7.45pm.

**12) Next Meeting: 19<sup>th</sup> February 2019**

**@ 6.45pm**

**Signed.....**

**Dated.....**