

**Culverhay Surgery
Patent Participation Group
Minutes of Meeting held:
Tuesday 16th August 2016.**

Attendance from Practice: Caroline Pearmain (Practice Manager) & Kay Herniman

- 1) **Apologies:**
Peter Beresford (PB) Derek Higgs
- 2) **Patient Group:**
Michael Sykes (MCS) Robert Maxwell (RM) Anne Slann (AS) Dave Johnson (DJ)
Graham Cook (GC) John Bridges (JB) Gwen Bridges (GB) June Kent (JK) Scott
Bryce (SB)

i) GB had not received apologies from HB

3) **MCS opened the meeting.**

i) MCS welcomed everyone attending, He read out an email message that he had received from PB, who had every intention of coming to the meeting but was unable to due to difficulties with his electric wheelchair and skills needed to make the transference onto the bus. PB is working on this.

ii) MSC introduced SB (new member) who gave a brief overview of his work at Perry & Dawes where he is a warden and has worked there for 4 years. He also works at the other end of the spectrum as a teaching assistant 4 days a week in Yate, He is booked to go onto a training programme for child bereavement and this may impact on his attendance at meetings over the next few months.

iii) MCS advised that he had not heard from RB Youth Worker, who was expected at this evenings meeting.

4) **Welcome: Robert Berwick:**

RB did not attend this evening as planned and there was no notification given.

**Action: MCS will follow up
and report back next
meeting.**

5) **Adoption of Minutes held on 19th July 2016.**

JK mentioned that her apology had not been noted on the Minutes. GB apologised for and MCS amended the Minutes.

MIIU Review

GC commented that the Minutes mentioned that a discussion had taken place and Option 2 was seen as the preferred option but there was no mention in the Minutes of the actual discussion.

GB responded that each member had, prior to the meeting, been sent a copy of the MIIU Review that contained all 3 options for consideration. Each member also had an individual form to respond as they wished.

MCS confirmed that he had completed his action of responding with the group's view that Option 2 was the preferred option but that the most useful service for Wotton would be Yate, Bristol, South Gloucestershire, which unfortunately fell outside of Gloucestershire CC boundary.

GC felt that despite having the literature for the review to hand he did not fully understand:

- where it came from
- how it was disseminated to members of the public,
- why the review was being carried out

GB briefly outlined the reason for the review explaining that CQC (The Care Quality Commission) had inspected all 7 of the MIIU's in Gloucestershire and found that there were discrepancies in the services that were being provided by each unit. It also high-lighted that there were issues around staff training, leadership and the staffing ratios, in terms of qualifications. As well there were concerns about standards of care and issues around equipment. As a result Gloucestershire Care Services (NHS) Trust decided that it could not maintain 7 MIIU units and keep up standards - within the budget levels. The decision was made to review the services. GB agreed with GC that how people were being selected to be a part of the review was not clear and she asked GC if he would like her to write to GCS NHS Trust for more information.

Action: GB to write to GCS NHS Trust & Feed back any replies.

The group discussed the process to be followed in the event of a MINOR injury as opposed to a MEDICAL EMERGENCY.

- During normal surgery hours patients could ring the surgery
- and outside of surgery hours and at weekends 111 – they would know to ring 111 because they will be told to ring 111 when they call.

JK wondered if it were possible for a poster to be put up explaining this and detailing where people might end up. CP explained that either the surgery would discuss this with the patient when they called in or telephoned. Or 111 would decide at the point of contact (the telephone call) the best place for the person to go.

The difference between MIIU and emergency treatment requiring a 999 were discussed. The MIIU are there to take the pressure off of General Hospitals.

If you are hurt and need to attend a MIIU and it will not wait for you to get to the MIIU nearest to your home then you seek treatment in the that you are currently. If it is serious you dial 999 or go to the nearest A & E hospital.

GB advised that this is a Review and the decision is not made yet as to which MIU will be closed and which will remain open so no information can be given out at this stage,

The minutes from the meeting of 19th July 2016 were signed subject to amendment

(1) JK apologies.

6) Matters Arising:

i) Update on Exit Strategy

There is nothing to report. MCS will report back at next meeting.

ii) Update on Membership

Our membership is 12 not 13 as GB said at the meeting.

Action: MCS will feed back at the next meeting.

7) Surgery Update

- i) There is potential for Recruiting New Members at the Flu Vaccination Clinic. MCS asked members to attend if possible.

CP confirmed the date as the 8th October 2016 between 9 – 12:00 noon. Invites were being sent out in a wide variety of formats to patients who fall within the at risk groups, for example over 65's, diabetes, asthmatics, pregnancy, heart disease, carers, front line workers. In total about 1700 vaccination will be given. School children from school years 1,2 & 3 (up to age 8) will be included this year.

Boots Chemists are taking over the management of vaccinations in South Gloucestershire.

AS asked if the Shingles vaccinations will be given at the same time as the flu vaccination and CP advised that they will be in September. AS said that she had not received a letter and CP advised that this was in process.

Pneumonia vaccinations will be in February and patients will be called in.

Dr Lee Cooper has now left he was with the surgery from February to August.

Dr Nafisa Rahim who will be advised by Dr Porter has started and will be with the surgery for 6 months until February next year.

CP reported that there was no new information regarding the application for funding for the improvements to the surgery. The last communication said that there would be more information in September.

Action: CP report back next meeting

8) Recruitment Across the Age Bands

- i) Engaging with Youth Worker covered in Agenda Item 4.

- ii) There is potential to engage with patients across the age groups on 8th October.

9) Any other business.

- i) GB reminded the group of the next meeting of the Gloucester PPG

Friday 10th October 10 - 12 noon at Churchdown Community Centre.

GB would be attending and if anyone wants to attend let her know as she will be driving.

Action: Members let GB know.

- ii) Lloyds Pharmacy – MCS outlined a situation at Lloyds Pharmacy when a prescription delivery was delayed and he questioned why. When he collected the script he was seen by the new Manager. Following a discussion MCS invited her to attend our next meeting so that she can hear our point of view and we can better understand Lloyds position and work towards resolving some of the issues.

AS felt that Wotton needs another chemists as there are often queues. On one occasion there was no dispenser so Lloyds remained shut.

CP reported that the surgery has been flooded with complaints.

Several members thought that a separate retail till would ease pressure on the dispensing side of business as sometimes you had to wait in a queue as scripts were filled.

GC felt that the filing system needed reviewing.

MCS said that over a period of time there had been different pharmacists.

CP thought that it might be useful for the Area Manager to be involved.

After discussion it was agreed that the meeting with the Manager Vikki would go ahead but the date be changed to 22nd September, with Dr Porter attending, CP would not be attending the meeting due to other commitments. If following the meeting with Vikki it was felt that we needed to take it further then we could arrange a meeting with the Area Manager (Wayne) in October.

Date of Next Meeting:

Thursday 22nd September.2016 @ 6.45

