

**Culverhay Surgery
Patient Participation Group
Minutes of Meeting held:
Tuesday 18th April 2017.**

1) Attendance from Practice:

Dr Mark Porter (MP)

Attendance from Members

Michael Sykes (MCS) Derek Higgs (DH) Dave Johnson(DJ) Gwen Bridges (GB)) Christine Kocik (CK)) June Kent (JK) Jenny Dadd (JD) Robert Orme (BO)

Apologies:

Peter Beresford(PB) Philip Kendell (PK) Greg Packham (GP) John Bridges (JB) Graham Cook (GC) Robert Maxwell (RM) Anne Slann (AS) Scott Bryce (SB)

2) Welcome:

MCS Chairman opened the meeting with a warm welcome to members.

3) Adoption of the AGM Minutes 21st March 2017.

Minutes were adopted and signed by Chairman MCS) there were no amendments. DJ pointed out a few typos and GB thanked him for spotting them.

Action: GB to pass to KH

4) Matters Arising:

- Newsletter will be dealt with under item 6
- Pulsating light - this has been fixed
- MCS & JD photos to be taken – plus two more people to be photographed PK & BO if they can attend 6.30 May meeting or 6.30 June Meeting for SB.

Action: MCS

5) Surgery Update – Dr MP

MP reported that it was not great news, there has been slippage on timing of 3-4 weeks behind but it is happening. Currently waiting for quotes and if all goes well these quotes will go off to NHS England and funding should follow.

MP reminded us that the shared pharmacist post with Chipping Surgery was going ahead but we were not in the first tier so this post will be filled at the end of the year later than hoped. The role will be crucial in terms of the monitoring and management of medication. Lloyds Chemist update – Chloe is leaving. Everyone agreed that she has been a good contact for the surgery. It was generally felt things

had improved since her appointment to the post. It will be a loss. MP said that the area manager continues to be illusive and he has been trying to contact him as none of the above is substantiated. JD mentioned that she had spoken to the new manager at Lloyds some two to three weeks ago so clearly that post was now filled.

The group had a brief discussion about the pharmacy post at Lloyds and it was felt that the situation may well be covered as before by locum pharmacists.

6) Newsletter

Following on from the last meeting GC had spoken with GP about his willingness to continue with the newsletter. GC had emailed GB and MCS to say that GP was prepared to continue and he wished to have a sub committee. He had many ideas to share about how to proceed and that he would contact GB shortly. GB reported that she had not heard anything from GP until this evening when he sent by email his apologies for not being able to attend the meeting due to a work related issue. Also GP had suggested that they meet up at the weekend to discuss the newsletter and be brought up to speed. GB regretted that she was not going to be available for at least two weeks due to work and holidays and requested if anyone else could meet up with GP that would be helpful. MCS said that both he and practice manager CP were the eyes and the ears of the Newsletter and that he would be available to meet up with GP and GC. GC had expressed a willingness to be involved with the newsletter to both GP and MCS. MCS requested that GB send an email to GC, asking him to get together with GP and let both him and DJ have some dates and times so that a meet up could be arranged at MCS office in The Almshouses in Church Street to try to get the first newsletter out.

The group felt that the newsletter should go out soon as it has been sometime since the format was agreed and the items were submitted for the newsletter. JK said that she was still happy to deliver the newsletter to those on the distribution list, as was DH and DJ.

GB asked if she could stand back from involvement in the newsletter as although she did initiate it and jumped at the opportunity to involve GP she felt that she could not commit to further involvement.

BO asked about distribution and made a suggestion about printing and mail out. MCS explained that this was in hand that we were going to do the majority of distribution online with some hand delivered copies to local businesses and organisations. JK suggested that in order to evaluate the usefulness and the quality of the newsletter we should have a form of feedback to check if we are hitting the target. GB advised that she had met with Ceri Cockram from Safe and Well and that she will type up her interview for the second newsletter.

Action: GB email and article

7) Feedback on Cluster Meeting PPG – The Vale Hospital.

GB had distributed via email bullet point notes on the meeting that she attended with RM. The meeting was very informative. There will be minutes and hand-outs emailed to GB shortly which will be forwarded on to members of the group as soon as possible. The meeting covered issues around the role of PPGs, the value of patient feedback and the role of the PPG in supporting the practice with both positive and negative aspects of any feedback. The many and varied methods of collecting feedback and the importance to GP practices of getting outstanding ratings was discussed. GB said that the meeting as always was very good and that anyone can attend from the group, usually two at a time, so please let GB know if anyone wanted to attend.



Action: All members

8) Linked Up Wotton

GB had circulated Minutes from this meeting that she had attended for the group. GB was unsure of the purpose of her attending but went because the importance of being linked up with other organisations that may be able to offer patients at the surgery choices in terms of support for issues of loneliness isolation, mental illness, vulnerability etc seemed a good idea. The meeting was not well attended, it was the first meeting and Ceri Cockram said that she hopes it will grow. She distributed a data spread sheet on organisations that she is aware of and at each meeting she will be asking group members to add any organisation that is not on the list. GB had agreed to send the list to members together with the Minutes. The Linked up Wotton initiative is a part of the Safe and Well role that Ceri fulfils. Chris Sweet attended the meeting and spoke of the Community Parc and how there are plans to build a sensory garden. GB informed the group that anyone can attend the meeting and take part. GB said that there were many groups in Wotton and surrounding that have set up but seem to operate in isolation. DH mentioned the Evergreen Group In Hawkesbury and how this is thriving and how difficult it is for those running these initiatives to be involved with other outside groups. GB mentioned the setting up of an art group in Wotton that was hoping to be on the social prescribing list but the difficulty they were having in trying to ascertain how to get funding. MP acknowledged that getting funding was difficult and that people setting up needed to meet the criteria.

Action: All members

9) Any Other Business

DH advised that District Councillor SH also a member of the group was about to resign from some things she was involved with because of conflict of interest in terms of funding and the need for there to be no link between the funder and the recipient. DH also said that the funding was quickly snapped up.

DH was still keen to find out if it was possible for some medical equipment, such as unwanted walking aids could be recycled back to the NHS and that he would revisit this later. He suggested that the inclusion

of issues like these in our newsletter along with information about medication and not over ordering and handing back unwanted medication in to the surgery were all things he would hope to pursue in the future.

MP pointed out that many patients did not take their medication as prescribed and that Doctors were no different. Perhaps it could be emphasised to patients that unless they took the full course of medication at the prescribed times, then their problems may still remain.

MP mentioned that we could email out to patients the newsletter to those who are online for ordering prescription and appointments. He is aware that this happens in Minchinhampton. He agreed to bring a copy of their Newsletter.

Action: MP

DH mentioned IT for older folks can be problematic in terms of access and it might be an idea if we, as a PPG, could raise funds **to finance IT equipment** so that people in areas like Hawkesbury could have access to online service and perhaps we, as a PPG, could offer some IT support.

10)Next Meeting:

16th May 2017 at 6.45 for meeting and
6.30 for those being photographed.

JK and DJ gave their apologies for the next meeting.

Signed
Michael Sykes - Chairman

Dated.....