

## **Culverhay Surgery Patient Participation Group**

Wotton- Under- Edge

### **Minutes of Meeting**

19<sup>th</sup> September 2017

- 1) Apologies:** Gill Dyke (JD) Peter Beresford (PB) Scott Bryce (SB) Dave Johnson (DJ) Geoff Swallow (GS) Sue Hope (SH) Anne Weaver (AW) Robert Maxwell (RM)
- 2) Attendance:** June Kent (JK) Philip Kendell (PK) Sharon Dicker (SD) Robert Orme (RO) Chris Kocik (CK) Jenny Dadd (JD) Graham Cook (GC) Micheal Sykes (MCS) Derek Higgs (DH) Gwen Bridges (GB) John Bridges (JB)
- 3) Welcome:** MCS welcomed the group back since the last meeting on 19<sup>th</sup> June.
- 4) Adoption of Minutes Held on 19<sup>th</sup> June 2017 (MCS)**  
Minutes were agreed and signed as correct.

**Action: GB to forward to KH**

### **5) Matters Arising: (MCS)**

- a) Accord Health Care:** MCS had received no response from Activis contact.

However, 2 weeks ago whilst at Lloyds Chemist MCS was dispensed a pack of the Aspirin tablets and as the Regional Manager was there he summoned him over and after MCS explained to him that a patient might well be on their last legs trying to open this pack he then invited the Regional Manager to try and open them up. The Regional Manager said that he would take up the matter.

**Action: No further Action.**

### **b) Surgery Update: (CP)**

CP handed GB the NAPP certificate which GB will frame ready to go onto the PPG notice board.

CP introduced Susan from the surgery reception staff who during a staff appraisal expressed a wish to become involved with the patient group.

CP advised the group of the good news that Dr G Thompson had a little boy last Saturday weighing in at a 9lb 8oz. She had gone on maternity leave in August.

CP updated the group on the progress of the building explaining that it had not been easy and in particular difficult for reception and the collection of medication as a queue tended to form. The entrance was not big enough. A ramp being installed made for easier access. Emergency appointments were now staggered which means there is a steady stream which seems to help and the installation of extra chairs by the nurses rooms appears to have eased the situation on limited space a bit. The thought of how they were going to cope was actually worse than actually going through it. Contractor, Chappel & Dix have been sensitive of busy times when doing heavy work and they have tended to do this in the middle of the day. The work is in Phase I, and is the biggest and the most disruptive stage of the works and should finish around 20 November. The work to complete Phase 1 will be on the new dispensary, new reception and office, wash-room and new front door.

Phase II: The area where we held tonight's meeting will be the reception staff room, Phlebotomists Pippa and Leslie's rooms will be made bigger and the work will last through to December.

Phase III: New floor, work tops, cupboards etc., should start in January and be completed in February.

(PB) had raised a question via GB about the automatic door, ramp and car parking and CP confirmed that this was all in hand.

There will be a new automatic sliding door with ramp and the Porch area will have a staggered entrance. The car park is being upgraded with proper lights and marked bays and there will continue to be disabled parking facilities.

(JK) mentioned that her experience when attending the surgery was that the staff were very calm and this would be helpful to others as it was to her. RM requested via GB that his experience when attending the surgery should be recorded as it was a positive one and he felt that the staff deserved to be told "Well Done". The group discussed their experience and it was agreed that feedback to the staff at the surgery should be passed on. CP said that the ethos at the surgery is that we do today's work today. Occasionally Dr Probert gets full up as there are many requests to see him but in the main most people needing an urgent appointment get seen.

CP update on staffing Dr Katerina Nehrig a partner at Tetbury for many years would be covering during Grace Thompson's leave.

The surgery is in a geographically attractive part of the country. The surgery is a training practice and some of the registrars return as locums.

DH asked CP if there were many patient losses and she replied not really, they get a few complaints, odd ones, and these are dealt with by an apology that the service fell down. The turnover has been static for many years around 6200. The Chipping is bursting at the seams and Culverhay has advised them that they would be happy to grow their list. Chipping Surgery has around 8500 patients. There are many younger families in Charfield and people tend to be drawn towards the Chipping as they see it when they enter the town. Culverhay have good relationship with The Chipping working closely with the practice manager Deb. There is a threat to smaller practices. The concern about merging with another practice is the potential loss of ethos of today's work today. There could be opportunity however to create better services, eg: Secondary Care Services like Oncology. PK said that it seems services have come full circle, in terms of offering services closer to home and the group had a discussion about the closure of small cottage hospitals and the merging of services in Gloucester City. The similarity between education and health were discussed in terms of change being made to reach gold standard levels.

CP said that both surgeries were in need of good contractors or individual cleaners to recruit as a back up plan. CP asked if members could email her and she would pass the information onto the cleaning company who have strict protocols. The cleaning company would be the employers not the surgery. The hours were negotiable in terms of morning or evenings. The working days would be Monday through to Friday. MCS said that the contractors at the Alms Houses have been doing a great job and Synwell Chapel now use them .

Flu Clinic – messages have been sent out by text, emails, letter to those at risk 65year olds and over. This service will be on offer on 14<sup>th</sup> October 8.30 – 12.00noon. The decision for PPG not to attend was made due to the work going on at the practice and the limitations of space.

The flu is said to have come from Australia.

Shingles Vaccination normally in September might be end of November. Shingles vaccination eligibility is done by age and people who are eligible will be sent a letter. Those invited would be over the age of 70 -71 years and 78- 79 years.

**c) Newsletter: (CP)**

CP said that Katherine said yes to being interviewed by (RM) for the newsletter. Katherine will be on leave for next 2 weeks.

**Action : GB to notify RM**

The need to think about the third newsletter was raised and CP suggested that GB and MCS get together to collate the information we currently have that may well be sufficient and timely to get out before Christmas. Articles like the surgery update would be most useful to keep patients informed along with an article that SD would forward to CP. MCS mentioned he had feedback from a former member who felt that the group was moving forward and was considering re-joining the group.

**Action: GB MCS and CP to meet**

**d) Photography:** BO and GS still need to have their photographs taken.

**Action: GB to put on agenda for November**

**6) Any Other Business:**

CP informed the group of the potential for the training room to be used and the opportunity for training to be offered locally in areas like first aid and basic resuscitation through to using a defibrillator via the PPG was available. The group discussed at some length those who might want to train and those that might benefit from a more informed community having basic knowledge. RO suggested that those people who use solvents are at risk and these tend to be the younger age group. RO agreed to contacting KLB school to find out what services they are offering pupils if anything. JB mentioned that groups like the Bowling Group might be interested if such a course were run. There are several companies that offer this type of training.

**Action: All members to consider next move. BO to feed back from KLB.**

**7) Next Meeting: 21<sup>st</sup> November 2017.**

**6.30 – BO & GS earlier for photographs**

**6.45 meeting starts**

Signed.....

Dated.....