

**Culverhay Surgery  
Patient Participation Group**

**Tuesday 28<sup>th</sup> April 2015**

Attendance from the Practice: Caroline Pearmain (Practice Manager), Kay Herniman

Patient Group: Dave Johnson, Robert Maxwell, Peter Beresford, Michael Sykes, Susan Hope, Sarah Hale, Ruth Kirkup, June Kent

Apologies: Diane French, Jan Herbert, Anne Slann, Derek Higgs, Rosemary Studd, Diane Hay

**1. Minutes from Previous Meeting**

**(Q&A held Tuesday 17th February and AGM held Tuesday 17th March 2015)**

Minutes from both the AGM and Q&A were duly accepted; subject to the following amendment to the AGM minutes (Item 5);

Katherine is a lead nurse not a receptionist as stated. Also her name is spelled with a K and not a C as printed, and she would like to organise the Carers evening, with support from the PPG, not for the PPG to organise it.

SH agreed to change minutes prior to publication on our PPG website.

**2. Online Access Drive – 5th May 2015**

(SHs) wanted to check that everyone was still in agreement to hold our next Online Access drive on 5<sup>th</sup> May. The PPG agreed this could still go ahead and (SHs) agreed to email out a rota for people to sign up to certain slots by the end of w/c 27/4/15.

There was further discussion around how to manage queues at reception during busy periods, and it was decided that PPG volunteers could ID patients, request their logins and then hand them out at quieter periods if necessary.

**3. CQC Results**

(CP) was delighted to reveal that Culverhay had just received its official CQC results and secured a “GOOD” across ALL AREAS.

She took the opportunity to further thank the PPG and patients for their support in achieving this. The CQC were particularly complementary in praising the work of the PPG, specifically the work done in relation to education evenings and driving online access.

There was one error on the report (which (CP) has highlighted). The report states that the surgery operates extended hours with doctors and nurses. PLEASE NOTE: This is an

error and the extended hours are already established and included nurse appointments ONLY.

#### 4. Suggestion Box

(RK) asked regarding the feedback we receive from the surgery suggestion/feedback box. (CP) explained this had almost been superseded by the national 'Friends and Family Test' (check out [www.culverhaysurgey.com](http://www.culverhaysurgey.com) for details)

(CP) explained that results from the F&F test had been received in a monthly report since January 2015. The PPG felt it would be useful to have a regular report of results from Caroline, and SH agreed to include it as an agenda item for May's meeting.

We currently receive around 10 slips per month – (DJ) asked if there were any specific items or themes standing out, but (CP) explained comments were mostly very positive.

#### 5. Dr Green's retirement

Members of the PPG were very saddened to hear from (CP) that Dr Green has decided to retire this year.

(CP) explained that an exact date had yet to be confirmed, but that it would be around the end of June/beginning of July. More details will follow, including the celebration arrangements for Dr Green's retirement.

(CP) explained that the surgery had opted not to replace Dr Green with another Partner, but instead would be recruiting TWO additional salaried doctors. They want to take on a locum for an initial 6 months – with a view to staying and also another GP, potentially including one who has previously worked at the surgery to cover periods of absence. Obvious thought was being paid to replacing the skills that Dr Green brought to the surgery – specifically the fitting of coils.

This means that although the surgery would only have two Partners, it would be in a position to increase spaces and appointments for patients.

(CP) felt that this was the right decision as would benefit the patients. She stated that other doctors may wish to become Partners in the future and that these job appointments may allow the doctors to start staggering shifts throughout the day to give more even coverage.

#### 6. AOB

1. Who's Who (MS) – Michael discussed the photograph sessions agreed by the PPG at our AGM. The dates are agreed as **Wednesday 20<sup>th</sup> May, 9am-12.30pm and also Friday 29<sup>th</sup> May, 2-4pm.** (SHs) agreed to send schedules and more details nearer the time.

2. Pharmacy (DJ) - Further to our monitoring of local pharmacy services Dave gave feedback from a recent pharmacy experience. Dave felt that things had improved, specifically in the area of medication availability.
3. Cotswold Care Hospice (RK) - Ruth updated the PPG with some rebranding information in relation to The Cotswold Care Hospice, now Longfield Hose. Please see the following link for some interesting information relating to this and the work they do - [www.longfield.org.uk/longfield-launches-new-strategy](http://www.longfield.org.uk/longfield-launches-new-strategy)
4. Special Interests (PB) - Peter asked if we had a list of projects that we would like to work on. (SHs) reminded the PPG of the Special Interest list that we have been trying to establish since last year. (SHs) has again asked the group to send any ideas or topics which members are either passionate about or have experience/knowledge of to [sarahhale123@hotmail.co.uk](mailto:sarahhale123@hotmail.co.uk). Once FIVE are received (SHs) will add Special Interests to the agenda.
5. NAPP (SHs) - Sarah confirmed that of NAPP application has been completed.
6. Postponed PPG meeting (RM) - Rod asked who had approved the meeting to be postponed from 21<sup>st</sup> May to 28<sup>th</sup> May, at one days notice. (SHs) explained she had asked both (MS) and (CP) if the meeting could be postponed, due to a backlog of administration. As both had agreed, the meeting was moved. All members were communicated to via email – and had a weeks’ notice as to the new meeting date. (SHs) further explained – this was an exception to normal practice and had never occurred before – the PPG are incredibly good at keeping out meeting dates. (SHs) apologised for any inconvenience caused, but explained it was the right decision under the circumstances.

**\*\*PLEASE NOTE\*\*** If you are ever unable to make a meeting - the minutes are always sent to all PPG members and are available on our website. Further, if there is anything you wish to be discussed at the meeting, SHs is happy to receive emails outlining thoughts to be relayed at meeting.

(MS) closed the meeting and thanked everyone for attending.

NEXT MEETING – TUESDAY 19<sup>th</sup> May 2015

*NB. (SH) refers to Sue Hope and (SHs) refers to Sarah Hale, Secretary*