

Culverhay Surgery
Patient Participation Group

Meeting Tuesday 16th December 2014

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

Patient Group: Dave Johnson, Peter Beresford, Jan Herbert, Michael Sykes, Sarah Hale, David Johnson, Rosemary Studd, Katy Riddington

Apologies: Sue Convery, Rod Morrison, Diane French, Sue Hope, Derek Higgs

Agenda

In the absence of (SC) it was agreed that (CP) would chair the meeting.

Prior to the formal agenda (CP) gave a short update on the publication in the Gazette regarding Culverhay Surgery. She told us that the practice had been overwhelmed with support and positive feedback from patients. (CP) also told the PPG that the surgery had received an inspection (as was already planned) and that the results normally take around 2 months. Feedback on the day was positive, however until the official results are published the surgery will be referring to the official statement that has already been communicated and passed to the Gazette.

Minutes from Previous Meeting (held Tuesday 18th November 2014)

No issues, subsequently the minutes from the previous meeting were accepted by the PPG.

Terms of Reference Sign Off

(MS) introduced the newly printed Terms of Reference and the PPG decided to make no further adjustments. In addition the Confidentiality Agreement, and Caldicott Recommendations were discussed and no issues identified. Subsequently, PETER BERSFORD proposed the following three documents:

1. The Culverhay Surgery Patient Participation Group Terms of Reference
2. The Culverhay Surgery Confidentiality Agreement
3. The Caldicott Recommendations

These were duly accepted by ROSEMARY STUDD on behalf of the PPG.

(MS) mentioned that there should be an election of officers at our annual meeting exactly one year from today. It was discussed whether to move the date until January so more people may attend and would therefore be able to vote. It was also discussed whether to

include a provision for voting by email. The PPG agreed to discuss all of these matters as an agenda item at the January meeting.

(CP) updated the PPG with news of two new members... A big warm welcome to Robert Maxwell and Diane Hay. Further, it was discussed how we should welcome and introduce new members to the PPG. It was agreed that a standard email (to include PPG Terms of Reference, Practice Confidentiality Agreement and the Caldicott recommendations) will be sent to all new members by the secretary once they are updated with the details of new members. (SHs) will draft a standard email for (CP) approval.

(CP) was asked what would happen to a member upon breaching the Confidentiality Agreement. (CP) stated that each case of an alleged breach would be investigated fully and each would be dealt with 'case by case'. However it is clear that any breaches of the Confidentiality Agreement would be taken seriously.

Pharmacy Relationship

(SHs) brought this topic further from the November meeting.

The PPG discussed at length personal difficulty that they have experienced in getting their prescriptions from pharmacies outside of the surgery.

It was decided that we will contact regional managers for pharmacies concerned. (CP) will allocate contacts and also speak with the Chipping Surgery.

AOB -

Signage for Prescriptions and Repeat Prescriptions - (JH) discussed some confusion in knowing which window to go to at reception for dispensary issues and where to get repeat prescriptions from. It was decided this could perhaps be clearer and (CP) would speak to the reception/dispensary team to look in to clearer signage.

Presentation updates - (KR) asked for updates from (CP) for 'Who's Who' display and also PPG Logo. It was agreed that all items would be completed by end of January 2015.

Wotton-under-Edge Directory - (RS) suggested that the Surgery could advertise events and services in the local Wotton-under-Edge directory.

National PPG NAP - (PB) suggested that we look it to the National PPG, and look for start up information on their website (NAP)

Cluster meeting - (SHs) asked if anyone from the PPG attended the December PPG cluster meeting. (CP) informed group no one able to attend.

Special Interests - (SHs) reminded members to send her items to include on the PPG Special Interests list. Since the last meeting none had been received.

Online Drive date - (SHs) asked the PPG for a date to organise the next 'Online Access Drive'. It was agreed that we would ask members to come in for an hour on Monday 12th January 2015 to discuss and promote online access to patients. (SHs) will email out a timetable with slots for the day.

(CP) closed the meeting and as always thanked everyone for their input and support.

NEXT MEETING – TUESDAY 20th January 2015

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