

**Culverhay Surgery**  
**Patient Participation Group**

**Meeting Tuesday 18<sup>th</sup> November 2014**

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

Patient Group: Dave Johnson, Derek Higgs, Peter Beresford, Jan Herbert, Michael Sykes, Sarah Hale, June Kent, David Johnson, Rosemary Studd, Sue Convery, Sue Hope, Rod Morrison

Apologies: Anne Slann, Diane French, Sam Osborn, Katy Riddington

**Agenda**

(CP) introduced new members Rod Morrison and Sam Osborn to the PPG – Welcome! (SC) and later (SHs) to chair meeting.

**Minutes from Previous Meeting (held Tuesday 21<sup>st</sup> October 2014)**

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

Name of Treasurer should have read Rosemary Studd not Shutter as was printed. Apologies for the error.

**Terms of Reference Sign Off**

(MK) introduced the newly printed Terms of Reference and the PPG decided to make the following further adjustments.

- Two grammatical errors to be corrected.
- Secretary post will no longer be a joint post.
- A projects that require finance from the PPG will be decided using a minimum Quorum.
- PPG Quorum will remain as four, but chairperson has casting vote.
- The Terms of Reference will not be signed by individual members, but will be proposed by Chair and seconded, when agreed upon.
- Scope from the Data Protection Act will be covered through the inclusion of a confidentiality agreement – which will be signed. *Please find attached an example which will be used if agreed upon.*

**Special Interests discussion**

(JH) wanted some clarification around the difference between special interests of members that may be placed on the agenda (for example a topic that perhaps the member has special

knowledge about or is particularly passionate about) and a topic that is particularly relevant to the surgery or its patients. We discussed the question 'What determines what topics are worked on as part of the agenda and then perhaps a project?'

After much discussion it was felt that it was an extremely valid point as many members had topics they wished to work on and promote as part of the PPG. It was suggested that we collate topics and the names of members who would like to be noted as having a 'special interest' in that topic and then look at the list in more detail after Christmas. (CP) also suggested that we look at the 'National Campaigns' Calendar and tie in National events with our projects.

*It is therefore agreed that all members will email across to PPG Secretary Sarah Hale their 'Special Interest' items to be included on the list. Please can this be done by 31<sup>st</sup> December initially, but certainly continue to send ideas in to next year too.*

### **PPG Attendance**

(PB) discussed whether attendance to PPG meetings is something that could be improved due to the fact that in the last few meetings there have been very few familiar faces as the group has increased and different members have attended. Concern was mainly around consistency and continuity. This item was discussed in a very frank and open manner. Whilst agreed it could be reviewed in the future, it was not felt that meeting attendance was poor. There was a feeling that we should accept and be sensitive of members' circumstances and lifestyles. It was not the expectation that members should attend every meeting, especially if they were unable to. One member commented that even though they were fairly new they had met a core set of regulars at each meeting. It was also noted that even if members could not attend meetings that they could contribute in other ways – such as events etc.

### **Online Access 'Drive' Feedback**

(SHs) gave feedback from the Online Access 'Drive' held at the Culverhay Surgery on 13<sup>th</sup> November 2014. The 'Drive' consisted of PPG members talking to patients in the surgery waiting room to try and sign the up for online access, tell them about the website and to also make sure that patients contact details were up-to-date. Feedback from the day was fantastic! Prior to this event 145 patients out of the surgery's 6000 patients had used online access. As a result of the PPG day we were able to increase this to 181 – almost 40 new users!!

A massive thank you to the PPG members and in particular those who gave up their time on the day: Sarah Hale, Jan Herbert, Katy Riddington and Dave Johnson. As a result of the tremendous result and also positive patient feedback, the PPG agreed to hold another 'Online Access Drive' in the New Year. It is generally felt by members that face-to-face communication with patients to be the most conducive and also appreciated by patients, although it is also recognised that other forms of communication are helpful in promoting ideas and incentives from the PPG.

## **Pharmacy Relationship**

(SHs) led a discussion on the use of local pharmacies and whether there may be any scope to improve the services for patients.

(CP) explained that the in house pharmacy was for patients that lived outside of a 1.3 mile radius as set by guidelines. A few members relayed stories of difficulty in getting prescriptions from local pharmacies sometimes, and subsequently the PPG felt it was an area worth getting patient feedback on to see if any work was required to try and improve things.

(CP) stated that she would ask the doctors at the surgery to ask for feedback from patients, subsequently the PPG agreed to discuss the topic further as part of the December agenda.

## **AOB -**

**Surgery Decor** - (DJ) mentioned that when he had taken part in the 'Online Access Drive' that a few patients remarked that the waiting room could be a little less depressing. After a short discussion about whether the information posters on various ailments were too depressing or appropriate it was very much felt that they were the latter due to the fact that Culverhay was after all a surgery and they gave valuable information. However, it was commented that the waiting room would be decorated for Christmas.

**Health Watch** - (SH) mentioned an organisation called 'Health Watch' and whether we could look at forming a relationship with them in the future. More information to follow.

**REMAP** - (SC) talked about the latest Carers meeting, where a volunteer from an organisation from Remap gave some information about the custom made equipment they can provide for people with disabilities. Their website is [www.remap.org.uk](http://www.remap.org.uk), and is well worth a look. In addition the practice may advertise their services on a notice board in the surgery.

**PPG Cluster Group Meeting** - (CP) asked for a member of the PPG to attend the PPG Cluster Group meeting on;

**Thursday 11th December 6.30pm at St Luke's Surgery in Stroud.**

*Please let either myself or Caroline Pearmain know if you would like to attend.* Minutes from the last PPG Cluster meeting are attached.

(SHs) closed the meeting and thanked everyone as always for their hard work and commitment.

**NEXT MEETING – TUESDAY 16<sup>th</sup> DECEMBER 2014**

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