

**Culverhay Surgery
Patient Participation Group**

Meeting Tuesday 20th January 2015

Attendance from the Practice: Caroline Pearmain (Practice Manager)

Patient Group: David Johnson, Peter Beresford, Michael Sykes, Sue Convery, Sue Hope, Sarah Hale, Derek Higgs

Apologies: Diane French, Diane Hey, Jan Herbert, Rod Morrison, Katy Riddington, Rosey Studd

Before the formal Agenda was started Madam Chairman, Sue Convery announced that she wished to stand down in her role as PPG Chairman. Sue stated that she will continue in her role until our PPG Annual Meeting and Election (More details are contained in agenda item 2 below)

1. Minutes from Previous Meeting (held Tuesday 16th December 2014)

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

2. PPG Annual General Meeting and Election

(MS) discussed with the group when we should hold our Annual General meeting, specifically when would be best to capture most members. The PPG decided to hold our AGM in place of what would be our March meeting. This year this will be on **Tuesday 17th March (St. Patricks day)** This gave sufficient time to collate figures and information from the previous year ending in December in time for the meeting. The results of our annual election would also be announced at the AGM.

Elections were discussed and again, the PPG agreed that members could vote for officers (Chairman, Deputy Chairman, Secretary, Treasurer and Hospitality Officer) via email. The PPG was happy for the Secretary (SHs) to put something together for elections and communicate to members through email closer to the AGM.

3. Culverhay Surgery Website

(DJ) asked why the surgery opening hours for Christmas and New Year were not published on the surgery website. (CP) responded that usually special holiday hours were published and that it may have been an oversight if they were not. She stated she would check what had happened, but that Easter hours would be on the website as normal.

4. Glos. Care Services - Self Management Programme

(CP) showed the PPG a leaflet entitled 'Self Management Programme' that Dr Probert received at Berkley Vale GP forum meeting. The leaflet described a free Long Term Illness

course available to support patients in managing the symptoms of their illness. The course is 6 sessions at 2 ½ hours over 6 weeks. Patients can opt to take the course further and become a Patient Expert who then go on to provide support and advice. The PPG discussed how we could promote the course and also generate leaflet distribution; however it was felt that we needed further information to do so. Many members stated that they would send the attached form to express interest in the course and would feedback to the PPG when they received responses.

5. 'Online Access Drive' feedback

(SHs) thanked the group for their efforts in holding the second successful 'Online Access Drive' on Monday 12th January. She reported that figures had increased by over 100% since the PPG had started promoting online access and currently the figure stood at a tremendous 295! (CP) said she has discussed with reception ways of dealing with increased footfall at the reception desk due to patients requesting their login details. It was agreed that the current benefits of our 'Drives' vastly outweigh the challenges and as such it was agreed that we would conduct another 'Online Access Drive' on Tuesday 5th May (Further details to follow nearer the time; but we will be asking for volunteers to give an hour to talk to patients about online access)

6. AOB -

- 1. Special Interests** - (DH) asked if the PPG was promoting any particular health issues. (SHs) gave an update on the special interest list that she has put together and reminded members to send any topics they have an interest in or particular knowledge around to sarahhale123@hotmail.co.uk.
- 2. Cross Border Issues** - (SH) asked for some information on cross bordering issues; specifically between Gloucestershire and South Gloucestershire in relation to Care Services. The PPG felt this was a great topic to be taken forward and posed to Dr Probert during the PPG Q&A session with him on Tuesday 17th February.
- 3. Carers meeting** - (SC) gave feedback from the careers meeting and provide the following information and also dates for upcoming careers events;
 - a. Remap is a charity using a network of dedicated volunteers to help people with disabilities to achieve independence in some aspect of their lives, or to enjoy leisure opportunities previously closed to them. Remap can provide tailor-made special equipment often given free to the people who need it. Remap has 80 panels across England, Wales and Northern Ireland, and helps 4000 people with disabilities each year. Website - www.remap.org.uk, or contact Bruce Lee 01453 843404 for further information.
 - b. On Monday 16th February Roger Hare from Carers Gloucestershire is coming to the carers meeting to talk to attendees and answer questions.

- c. Christine Sweet, the village agent talked about a new scheme starting up in this area in February called 'Befrienders'. The idea is to introduce volunteers to lonely people. Notices will be around Wotton-under-Edge for details.
 - d. Let's Talk Stress and Anxiety course on February 24th 2015, 1pm at The Tyndale Centre, The Slade Dursley, Glos. GL11 4JX. This course will introduce you to what stress and anxiety is and how it can affect you and your life. It will also help you to learn skills and strategies to help you manage stress and anxiety. The course will cover topics such as: Understanding stress and anxiety, Ways of coping, Learn about the panic cycle and how to break it, Be aware of and manage unhelpful thoughts and Managing worry. It is structured as a 6 week course with sessions of 1 ½ hours. To book the course please contact 0800 073 2200.
- 4. Pharmacy Update** - (SHs) asked for an update from (CP) in relation to the pharmacy issues as discussed in both November and December meetings. (CP) informed the PPG that we had been in touch with relevant managers at pharmacies and they had been aware of issues, and specifically staffing shortages causing them. They had apologised and confirmed issues were being addressed. It was felt that we would monitor the situation and give a few months for the issues to be resolved before reviewing.
- 5. PPG Cluster Group meeting** - (SHs) informed the PPG that she would be attending the PPG Cluster Group meeting in Dursley on Wednesday 5th February on behalf of Culverhay Surgery PPG.
- 6. Local Directory** - (SHs) asked for an update on whether we had opted to advertise the surgery in any local directories. No decision has currently been made on whether to take this forward.
- 7. Signage in Reception** - (SHs) asked for an update on this AOB item from our December meeting. (CP) stated that she had made the reception aware of feedback but thinks it may have been one off incidence as no further feedback received from patients since.

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

NEXT MEETING – TUESDAY 17th February 2015