



The Culverhay Surgery

Wotton-under-Edge, Berkeley and Frampton-on-Severn

Patient Participation Group Meeting Minutes

Date: Thursday 26th February

Present:
Liv Knight – Culverhay Louise Sydney – Culverhay GB– Member LT – Member GS-Member JH - Member PW - Member CK - - Member
Apologies:
PE – Member AL - Member BG - Member

Minutes of previous meeting
Discuss any outstanding agenda items from the previous meeting.

Agenda Item	To be actioned by:	Date to be actioned:
<p>GP Booking Rota</p> <p>Liv explained and demonstrated how Culverhay GP and Nurses rotas are used.</p> <p>Explained that the surgery works on a 5-week rota, therefore can only book appointments 5 weeks in advance. A new week is added to the rota each week.</p> <p>Nurses' appointments are not bookable online due to certain jobs can only be performed by certain nurses and time need to be adjusted accordingly.</p> <p>Explained that not all GP's are bookable online.</p> <p>Check which GP's are available to book online</p> <p>It was explained that the paramedics Dan and Locum Jamie are only bookable on the day as emergency.</p>	Lou & Liv	
<p>GP Update</p> <p>Dr Raj Bhardwaj who mainly operate from Frampton, will be leaving the surgery on 12th May as he and his family are re-locating to Australia.</p> <p>Dr Duckworth is due back from maternity in June</p> <p>Dr Withers is due back beginning of May from maternity leave.</p> <p>Dr Stephenson is returning from maternity mid-March</p> <p>The surgery has currently got vacancies for x2 GP's</p>		

<p>Reception TV screen</p> <p>On the 6th of March each surgery will be getting new TV screens for the waiting rooms which will display medical/clinical items such as vaccines that patients may be eligible, etc.</p> <p>The new screen could potentially help with promoting items for PPG in the future. We will use the screens to promote upcoming seasonal covid vaccine.</p>		
<p><i>Lori wanted to know if the surgeries get paid by the NHS for every jab they do? and, if so, can the surgeries, gather the people who want the jab, even though they don't qualify, and have a system where they can pay for it at the surgery?</i></p> <p><i>The surgeries can then make some money to assist with buying equipment or deliver training, rather than losing out to pharmacies.</i></p> <p>This would be in breach of our NHS contract.</p> <p>Contract rules (Regulation 24 of the GMS Contract Regulations 2015)</p> <ul style="list-style-type: none"> • GP practices cannot charge their own registered patients for any treatment or prescription — whether provided under the NHS contract or otherwise — unless it's listed as an allowable charge in Regulation 25 or Regulation 19. • The list of allowable charges (e.g., certain medical examinations, police station attendance, some travel vaccines) does <i>not</i> include seasonal flu vaccinations. • Therefore, practices cannot charge their registered patients for services such as flu vaccinations for patients not in “at-risk” categories or other vaccinations such as chicken pox. • Practices must also <i>not advertise or host private services that patients should get on the NHS from their own practice.</i> <p>The surgery would prefer our patients, who are eligible, to be vaccinated at the surgery and not at a pharmacy as we have to pay up front for the vaccines and don't want to waste any money.</p>		
<p>Covid Vaccine</p> <p>We are coming up to that time of the year again where we will be doing the spring covid vaccines. The PPG members are keen to get involved wherever possible. Liv and Lou thought that as this covid vaccine programme is smaller than the Autum cohort, this time would be a good way to see where/what the PPG members can help. Initialling thought it would be helpful if PPG members could manage the queues and ask patients to roll up sleeves to be prepared for their jabs.</p> <p>Lou to email the PPG members as soon we know the dates for the covid clinic to see who would be able to help.</p> <p>Gwen gave feedback from other people she knows that attends the surgery that they had found the communication was good running up to the covid clinics.</p>	<p>Lou</p>	

<p>Patients had expressed how easy they had found taking elderly with mobility problems to the surgery to have their vaccines that they can have it while sitting in the car.</p>		
<p><i>Gwen wanted to know do we know the actual waiting time for a face-to-face non-medical emergency?</i></p> <p>Each GP has 4/5 Face to appointments both in morning and afternoon which are bookable over the phone with reception, these are not available to book on the website as explained earlier. The surgery has protected embargo appointments that are released either 5days, 10days or 15 days prior.</p> <p><i>Is the surgery able to offer appointments with same gender GP or a preferred GP in the same time frame?</i></p> <p><i>Can, when the GP says see me in 8 weeks is there a special way to book?</i></p> <p>The surgery only has the ability to book five weeks in advance as the surgery works on a 5-week rota basis. If an appointment is needed in 8 weeks' time, patient would need to go book an appointment with reception 5 weeks ahead of the requested time of appointment. GP's have the ability to book appointments themselves but only within the 5 weeks.</p> <p><i>Does the practice see any opportunities for us to contribute in the practice this year?</i></p>		
<p>Geoff wanted to raise the following</p> <ol style="list-style-type: none"> <i>1. Annual Reviews (who benefits, are they thorough enough)</i> <p>The reviews are for patients to who have long term conditions and monitor conditions on a year-to-year basis. Blood tests are also taken that can pick up any variables in the patient's condition. Blood test results also can allow the pharmacist to check that the patient's medication is correct.</p> <ol style="list-style-type: none"> <i>2. Early Clinics (what they are, how to access)</i> <p>The GP Surgeries of the Berkeley Vale area are participating in a project to improve patient access to primary care services for the residents of Berkeley Vale and surrounding areas. Extra GP clinics will be held during normal hours, and additional appointments will also be available between 6:30pm and 8pm every weekday evening and on Saturday mornings. Patients registered with any of the participating surgeries within the Berkeley Vale Area will be able to make an appointment at these extra clinics.</p>		

<p>This project involves 4 practices in the Berkeley Vale area working together for the benefit of their patients. The project will be closely monitored to assess how it is performing and whether we, as a primary care community, are delivering the best care required to fulfil the healthcare needs of the BV area.</p> <p>BV improved access GP surgeries</p> <ul style="list-style-type: none"> • Cam and Uley Family Practice • The Chipping Surgery • Culverhay Surgery • May Lane Surgery <p>The early clinics are known by the PCN (Primary Care Network) as Enhanced Access. These early appoints are available in our three surgeries Nurses' appointments are: Wotton - Monday & Tuesday 7.30am – 8am Berkeley - Tuesday, Thursday & Friday 7.30am – 8am Frampton Monday, Tuesday, Wednesday & Thursday 7.30am – 8am</p> <p>Enhanced Access GP appointments for Culverhay surgeries are 18.30 – 20.00 every Wednesday evening which telephone appointments only.</p>		
AOB		
<p>The group would like to discuss at the next PPG meeting 'how the nurses' roles have changes over time'</p> <p>Jane White from Frampton has tired after 30 + years working at Frampton surgery.</p> <p>A member has discovered that 'Ask your doctor' is not available over the weekend anymore. This option has now been turnoff because it was deemed as 'not safe' as there was not anybody available to reply over the weekend.</p>		

Date of next meeting: