

The Practice Stoke Rd Patients Participation Group

4, Stoke Road, Bishops Cleeve, Cheltenham, Gloucestershire, GL52 8RP

Minutes of 3rd Annual Patients' Meeting Wednesday 13th May at the Tithe Barn

Present:-

PPG Members

Paul Holliday (PH) – Chairman
Peter Badham (PB) – Vice – Chairman
Doreen Dyer (DD) – Secretary
John Coopey (JC) – Treasurer
Rose Rawlings (RR)
John Grayson (GJ)
Mike Otter (MO)
Marilyn Angell (MA)
Maggie Morris (MM)
Peggy Dyer (PD)
Madi Baker (MB)

Practice Members

Dr Jim Moore (JM)
Dr Tim Hardwick (TH)
Dr Vivien Smellie
Dr Chin Wybrew
Lester Pygott (LP) - Practice Manager
Jane Tillotson (JT) Receptionist
Donna Butler
Amanda Elliott
Alison Busby

70 members of the public attended. Total present including PPG members, Surgery staff and speakers:- 90

Welcome: -

- 1.a Paul Holliday welcomed the audience, (PPG) members, Dr Sally Pearson (Director of Clinical Strategy), Heather Beer (Head of Patient Experience) and Dr David Beard (Guest Speaker) to the 3rd Annual Patients' Meeting (APM).
- 1.b PH gave an introduction to the venue i.e. fire exits and toilets.
- 1.c PH then introduced the first speaker, Peter Badham, the Vice – Chairman and local pharmacist.

Peter Badham:-

Pharmacy First

PB gave a talk entitled "Pharmacy First". He suggested that there are many minor illnesses where the pharmacy should be the first port of call. He gave examples of minor illnesses that a pharmacist would be able to treat without the necessity of seeing a doctor. This would free-up doctors to see more patients.

At the end of the presentation, PB answered questions from the floor.

Dr Sally Pearson

PB introduced the next 2 speakers, Dr Sally Pearson and Heather Beer. Dr Pearson presented her talk, entitled “One Hospital with a Long Corridor”. She was ably supported by Heather Beer. At the end of their presentation, a number of questions were taken from the floor.

Dr Jim Moore

JM thanked the PPG for the help with the annual survey. As in previous years the survey shows good feedback for clinical care and some frustration about access to that care due to pressures on the surgery.

Dr Moore gave a report on the surgery and its planned development. The project is ready to go ahead but NHS Estates has not yet authorised the funding. Increasing population in this area is putting both local surgeries under severe pressure. JM added that without the extension, it would be extremely difficult to accommodate more staff.

At the end of his report, JM took questions from the floor.

Q: John Adams : Who is holding you up with regards to the extension?

A: NHS Estates.

Q: Is it a local problem?

A: No. JM added that there are more houses being built without the infrastructure to support them.

Q: John Beatty: Who do we write to?

A: NHS Estates, local MP and councillors.

Q: Joy Merrell: Who is in charge of NHS?

A: We have a voice through the BMA

Q: Clive Sheridan: Parking problem is getting worse. Who is causing the problem?

A: Capita. Glos. Highways and Byeways are aware of the problem. JM added that we have lost the parking at the Tithe Barn. Residents can contact Glos. Highway and Councillor Robert Bird with their complaints.