

The Practice
Stoke Rd Patients Participation Group

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

Minutes of Meeting held on Thursday 19th September 2013 at
Bishop's Cleeve Primary School

Present:-

PPG Members

Paul Holliday (PH) – Chairman
Peter Badham (PB) – Vice – Chairman
Carol Gardiner (CG) Joint Secretary
Marilyn Angell (MA)
Joy Merrell (JMI)
Michael Otter (MO)
Mollie Edwards (ME)
Doreen Dyer (DD)
Rose Rawlings (RR)
Michelle Thompson (MT)

Practice Members

Dr Chin Whybrew CW)
Lester Pygott (LP)-Practice Manager

Apologies:-

John Grayson (JG), John Coopey (JC), Peggy Dyer (PD) Dr Tim Hardwick (TH), Jane Tillotson (JT) Office Manager and Dr Jim Moore (JM)

ACTION

1 Introduction

1.a PH welcomed 2 new members, Rose and Michelle who gave brief introductions. They replace Ellen Grey and David Hearn. The Skills/Experience document will be updated and circulated. **MO**

2 Minutes

The Minutes from 23rd May 2013 were agreed.

2.a Matters arising

Voluntary Secretary – as no Secretary was appointed at the last meeting it was agreed that a volunteer would be required at each meeting to take the Minutes. **ALL**

Annual Patients Meeting – the new date for the 2014 APM is 12th March 2014 at 7.30 pm in the Tithe Barn. Councillor Mark Hawthorne is provisionally available but a back-up may be required. **PH/PB**

PPG Membership – Jane Skinner has now retired as Bishop's Cleeve Village Agent. Agreed to await response from Grangefield Primary School **PH**

3 Correspondence

- 3.a PH, PD, and PB attended the launch meeting of Healthwatch Gloucestershire which has been established to represent patients and improve standards across all NHS services in the County. PH reported on the meeting and circulated their priorities for 2013/2014. We may invite the Chief Exec. of Healthwatch to a future meeting. **PH**
- 3.b A cluster group of local PPGs in our area may be organised. **PH**
- 3.c A resident of Pullar Close has written to complain about access problems due to inconsiderate parking outside their property. There are also serious concerns about access for emergency vehicles. Richard Waters from Gloucestershire Highways met with the resident and the Manager at Pullar Court who will talk to the owners about the possible removal of the bank in front of the building. The Fire Service will visit to examine the problem and there will be speed checks undertaken in the road.
- 3.d Surgery parking was discussed. The overflow spaces in the Tithe Barn are not being fully utilised. We need to keep reminding patients of the availability of these spaces (Use them or Loose them should be the message!). In addition staff will be asked to consider using the spaces. A question asking “are you aware of the Tithe Barn spaces?” will be included in the next Patient Survey though it was not clear what would be done with the result **LP**

4 NAPP Annual Conference

- 4.a We have now joined the National Association for Patient Participation and PH attended the Annual Conference

5 Sub-Committee Reports

- 5.a Elderly JM reviewed her group’s activities. These included disseminating information about the surgery and answering questions from the elderly, and a visit to Quayside Court in Tewkesbury which was designed after consultation with elderly people, their carers and professionals working with them. She reminded the Group of the need to target men’s health possibly via a health promotion event in a pub. **JM/PB**

5.b JM expressed concern about overlaps by bureaucracy and charities in addressing the needs of the elderly. The group are considering an event in 2014 to establish better ways of targeting information from the practice to patients. **JM**

5.c **Premises** MO reported on a meeting with JM, LP, PH, JG to input design ideas for the public areas in the new surgery. The main items discussed were a revised design to cope with differing floor levels in the reception/waiting room areas, a reception desk arrangement like some banks have adopted to allow for space/confidentiality for patients talking to receptionists and the provision of appropriate bicycle facilities. Guidance and advice for patients will be published as widely as possible at each construction phase to minimise disruption to services. **MO/LP**

5.d **Health Promotion** PB reviewed the plan for the “What’s your Number” event which will take place on 12th October. The Library in Bishop’s Cleeve has been very supportive and the main point of contact with “customers” will be the Tesco foyer. At least 7 Group members have volunteered to help (JC, DD, MA, CG, RR, ME, and PB). The press release was revised and will be circulated to local press and radio. The Echo will be invited to attend the event. **PH**

6 **AOB**

6.a LP said there was scope for input from younger people about their experiences of attending the surgery. What could be done better and what was good? MT agreed to look into how this might be done. **MT**

6.b ME raised the issue of continuity of care with one specified GP for each elderly patient. CW explained that this was a long term aim of the doctors but practical issues made it hard to achieve all the time.

FUTURE MEETINGS

Date of next meeting – Thursday 5th December 2013

PPG meetings for 2014 are planned as follows:

30th January, 29th May, and 18th September.

The Annual Patients Meeting is on 12th March 2014.

Mike Otter