

*The Practice*  
**Stoke Rd Patients Participation Group**

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

Minutes of AGM held on 29<sup>th</sup> May 2014 at  
Bishop's Cleeve Primary Academy

**Present:-**

**PPG Members**

Paul Holliday (PH) – Chairman  
Peter Badham (PB) – Vice – Chairman  
Doreen Dyer (DD) Joint Secretary  
Rose Rawlings (RR) Joint Secretary  
Marilyn Angell (MA)  
Michael Otter (MO)  
Mollie Edwards (ME)  
Peggy Dyer (PD)  
Maggie Morris (MM)

**Practice Members**

Dr Tim Hardwick (TH)  
Lester Pygott (LP) – Practice Manager

**Apologies:-**

John Coopy (JC)  
Rhuna Winstanley (RW)  
Dr Jim Moore (JM)  
Jane Tillotson (JT) Senior Receptionist

**1. Welcome:-**

Paul welcomed everyone to the 2<sup>nd</sup> AGM and introduced Maggie Morris, our new member. Existing members and Practice Staff introduced themselves and extended a very warm welcome to Maggie. Maggie gave a short resume of herself.

**2. Minutes**

The minutes from the APM held on 12<sup>th</sup> March were agreed as a true record.  
Proposed by MO and seconded by DD.

**3. Matters Arising**

- (a) TH congratulated the team on getting high quality speakers.
- (b) Mo suggested that we find good speakers for future APM, perhaps from NHS.
- (c) PD asked if we advertised sufficiently and was assured by PH and LP that we did.
- (d) A suggestion that in future, no refreshment is necessary but there should be a comfort break of 10 minutes.
- (e) There was no press coverage. PH said that it was Race week. Avoid Race week in future.

#### **4. Election of Officers**

- (a) **Chairman** – PH stated his willingness to stand as Chairman. Proposed by RR and seconded by MA. All voted in favour with no abstentions.
- (b) **Vice Chairman - PB** was proposed by PH and seconded by DD.
- (c) **Secretaries** – DD and RR were proposed by PH and seconded by MO.
- (d) **Treasurer** – JC was proposed by PH and seconded by RR.

#### **4.1 Changes to Group Membership:-**

**MT** was elected by her peers and was a member for a year. During that time, she was dedicated, conscientious, cheerful and brought in fresh ideas. She is going to university and is unable to remain a member. **PH to send her a letter of thanks.**

**DD** proposed that 2 representatives from school be invited. All present were in favour.

**RW** has been unable to attend due to her husband's illness.

**JM** has stepped down owing to ill health. She was dedicated and a good leader of her Sub-group. She was very passionate about care of the elderly. She will be missed. **PH to send her a letter of thanks.**

#### **5 Signatories for bank account:-**

- (a) JC, as a very resourceful treasurer managed to obtain a grant of £500 from Cleeve Vale Rotary Club. **PH to send a letter of thanks.**
- (b) It was proposed that we will have 4 signatories for the bank account. The 4 Signatories are: **JC, PH, PB and MO.**

#### **6 Review Future PPG AGM Meetings**

- (a) PH asked if it is feasible to include Election of Officers at the APM, combining it with a public AGM? PB said that the APM had become a valuable public forum opportunity and that the more administrative matter of electing officers has proved to be better accomplished separately from the APM.  
MO proposed that we continue to hold a separate AGM. Seconded by MA. All were in favour.
- (b) More advance advertisements of APM and AGM.
- (c) MM asked if we have a selection process for PPG membership; PH stated that experience had shown that some selection criteria were helpful in balanced dialogue.
- (d) PD asked if we offer opportunities for patients to apply to join PPG. PH said we do.

## **7 APM Patient Feedback**

- (a) LP said that text messages had gone out to around a thousand patients, this has proved to be an effective communication. All agreed.
- (b) What can we do better?
- (c) Could the sound system be enhanced?
- (d) Invite speaker from NHS Trust to speak on future of A & E.
- (e) Speaker from Air ambulance and social services?
- (f) CQC for information of possible speakers?
- (g) PB was asked to invite a specialist on LIVING PHARMACIES for minor ailment treatment

## **8 Practice Report from TH**

- (a) Patient **Survey** – thanks to members of the PPG, the largest survey yet was carried out.
- (b) Car parking continues to be an issue. ME requested the marking of car parking spaces.
- (c) Telephone access has greatly improved due to re-organisation by JT. There are now due to a rotation system, more staff available to take calls.
- (d) **Nuts and bolts** –Nurses are now dealing with minor illnesses. This has free up 4 surgeries a week for GPs which equates to seeing 60 more patients. Initially the nurses only dealt with minor illnesses but they are progressing in their expertise and doing triage.  
There are now opportunities for patients to get appointments a week in advance.  
HCAs are now assisting the nursing staff.
- (e) Employment of new receptionists has vastly improved and strengthened this area. More staff on the phones during busy periods. One receptionist is on duty from 7am for extended hours.
- (f) Office Admin – PCT has been replaced by CCG. So we now answer in part to CCG, in part to NHS and also to Public Health England. Reporting system is well-oiled and progressing.
- (g) Our new GP Dr Solden has settled in well and is very much a part of the team.

## **Extension to Building:-**

Work has already been costed and we are waiting for go ahead from the District Valuer. All questions have been answered. PPG members asked if there is a possibility of hurrying the process? It was felt that intervention might not help. Paul is attending NAPP next week and would seek advice from them.

## **9 Report from Elderly Sub-Groups (Submitted by JM)**

The group has made contact with many organisations in Bishops Cleeve who have contact with the elderly in the village. We have visited and spoken to individuals to find out if the services provided by the surgery were raising awareness of services available both locally and by various councils.

We also visited Marine Court in Tewkesbury which we found had excellent facilities for elderly residents who wanted to remain independent but with more facilities near at hand.

The joining up of NHS care and Social care is now being implemented in an excellent way at the Practice. I met with members of the professional team at the Practice and the care for carers is going ahead very well. This was one of the concerns especially liaison between the Hospital and the Practice.

PD stated that there is a lot to do and 2 people left in the group. She asked what should the group concentrate on. Should they be more practical and cut down on research? They are still talking to organisations in the community. PB suggested talking to Cleavelink for advice. PD thought that it might be a good idea to seek voluntary assistants to help the group.

TH mentioned that there is a Health visitor, Sandy Iles visiting the Practice soon. She is responsible for elderly people. PD was invited to attend the meeting at the surgery. LP will email PD ref date and time.

### **Health Promotion Group**

PD thanked Practice staff and PPG volunteers for their hard work at the October 2013 Health Promotion event. It was very successful and it was decided to repeat the event on 1<sup>st</sup> June (Street Fair). It was decided to keep to the same format. The library and staff are happy to offer their premises. They have been very helpful. LP will send text to patients to invite them to the event on 1<sup>st</sup> June. To give the event a more professional look, a big banner and 10 sashes have been purchased by the Practice. Each volunteer will wear a sash and named badge.

3 doctors and 2 nurses will cover the event, which will be from 10.30am till 3.30pm. A team of PPG volunteers will also be on hand to help.

### **10. AOB**

- (a) Some patients visiting the surgery have requested that a hot drinks machine be installed. The Practice will explain via the television and notices at the Surgery the safety concerns and impracticality of having such a machine.
- (b) Some patients stated that they have never seen The Newsletter. This is a communication problem which we should address. PB offered to distribute the Newsletter via his deliveries.
- (c) Ro Hunt from the library has kindly offered to display newsletters, health leaflets and publicity Materials on a display stand in their premises.

**Date of next meeting is Thursday 18<sup>th</sup> September**