

The Practice Stoke Rd Patients Participation Group

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

Minutes of Meeting held on Thursday 23rd May 2013 at Bishop's Cleeve Primary School

Present:-

PPG Members

Paul Holliday (PH) – Chairman
Peter Badham (PB) – Vice – Chairman
Carol Gardiner (CG) Joint Secretary
John Grayson (JGn)
Joy Merrell (JMI)
Michael Otter (MO)
Mollie Edwards (ME)
Peggy Dyer (PD)
David Hearn (DH)

Practice Members

Dr Tim Hardwick (TH)
Lester Pygott (LP)-Practice Manager
Jane Tillotson (JT) Office Manager
Jaswant Gangotra (JG)-Consultant

Apologies:-

Marilyn Angell (MA), John Coopey (JC), Doreen Dyer (DD) and Dr Jim Moore (JM)

1 Introduction:-

1.a PH welcomed everyone to the meeting.

2 Outstanding AGM business.

2.a Minutes of the AGM meeting held on 7th March 2013 were discussed.

2.b DH commented that the AGM meeting should not be referred to as such as it was not a proper AGM meeting. It should have been open to the general public; it was more of a presentation about the changes within the NHS.

3 Election of Officers

3.a “**Chair** - PH stated that he was willing to stand as Chair – Proposed by MO, seconded by Peter Badham. All voted in favour with no abstentions.

3.b **Vice Chair** – PH nominated PB. This was seconded and the group agreed.

3.c **Secretary** – PH asked if there were any nominations for this position. No-one was nominated – at present this has not been filled.

3.d JT and LP stated that they had advertised the position on the surgery waiting room TV screen and did have an enquiry however they thought it was a ‘paid’ position. JT and LP will add the word ‘voluntary’ to the advert to make the position clear.

- 3.e MO stated that some surgeries provide administration services to the PPG. JG pointed out that it was important for the PPG to be independent from the Practice and that there was nothing in the contracts to say that they should supply admin support to the PPG. It was suggested that maybe the Partners may like to consider this and look at the contracts.
- 3.f PH took the opportunity to give a very heartfelt 'Thank You' to Carol & Doreen, who resigned as joint secretaries, for all of their hard work and commitment to this position since the PPG formed at the end of 2011.
- 3.g **Treasurer** – The PPG agreed that this position need not be filled at present.

4 Review of 2012 Terms of Reference

- 4.a A proposal was made to insert the annual election of officers – all agreed.
- 4.b JG commented that the PPG should consider longer than a 2 year term in office.
- 4.c Suggestion made that the length of any servicing member would be a minimum of a 4 year term, with a maximum of 8 years. Proposed by PH, seconded by PB. All agreed to amend the Terms of Reference accordingly. A member asked if there was any training course for the PPG – Jas said there wasn't.
- 4.d There was a long discussion around future AGM's regarding venue and order of agenda. A suggestion was made that an all-day event should take place with the elections being done after lunch. DH commented that we are caught between a rock and a hard place as AGM's are not usually that well attended and that there was a danger that the patients may go home after lunch. He went on to say that PPG members needed to be easily identified and to look at the election of PPG members. JGn stated that the election of various officers doesn't stop anyone applying to the PPG and that in fact they needed to be elected from within the group. PH said that it needed to be a democratic decision whilst JM stated that suggestions should be considered.
- 4.e JG had some points to raise from the AGM meeting.
 - 4.e.1. He commented that the patients at the AGM meeting wanted to know how the PPG members were voted in.
 - 4.e.2. In his opinion he thought that the AGM business should have been discussed first before any other business.
 - 4.e.3. Consideration should be given to a 'Rogues Gallery'.
 - 4.e.4. Lastly, that the patients could not hear some of the speakers.
- 4.f MO raised the point that perhaps the Terms of Reference should take place outside of the AGM. He also suggested that perhaps we should split the meeting and have an AGM and an Annual Patients Meeting (APM).
- 4.g It was put to the vote and all agreed that the AGM should be separate from the APM.

- 4.h The APM would include the Chairman's Report etc. and the 1st PPG meeting would be held after this meeting. Suggestions were made that Mark Hawthorne (Chairman of Gloucester County Council – GCC) be invited to a half hour Q&A session to be possibly held at the Tithe Barn.
- 4.i A provisional date of Thursday 20th March 2014 at 7.30pm has been earmarked for the first APM.
- 4.j LP commented that it would be best if the Patient Survey were to be completed in January or February 2014 so as the results could be presented at the APM.
- 4.k Ideas from the Partners would be welcome regarding any article or presentation from them at the APM. PB to book the Tithe Barn.

5 **Minutes**

The Minutes from 22nd November 2012 were agreed.

5.a **Matters arising**

- 5.a.1. JG asked the group to reflect on why the last meeting was so successful. He commented that the PPG should learn from that.
- 5.a.2. He went on to say that GP's need to be 'revalidated' every 5 years and that the GMC's relicensing now has 'teeth'.
- 5.a.3. He stated that the PPG needs to discuss a broader yearly business plan.
- 5.a.4. It had been highlighted that Group 5 – Health Promotion had not taken off the ground as yet. CG pointed out that PB, TH and CG were on the group but needed another one or two volunteers. CG and PB to discuss.
- 5.a.5. At present the group are not able to fund raise.
- 5.a.6. PH and PB are going to establish links with Health Watch Gloucestershire and enquire if they have any available funding. They are also going to enquire why Cheltenham does not have any CCG representation (Stoke Road Surgery comes under Cheltenham). TH stated that GP's do not really wants to take on the commitment of 2 or 3 half days per week as it takes them away from patient care. At present, Cheltenham decisions are made by the Stroud representative.

5.c PPG membership and skill base

- 5.c.1. PH stated that the group has a deficit of skills/members and has recommended that we need to recruit younger members.
- 5.c.2. JG suggested that we need to present to 6th formers at Cleeve School to see if any interest. PH will approach the school.
- 5.c.3. Proposals were made to advertise on the surgery's TV screen for 25 – 45 year olds. CG advised that this age range needed to be broken down ie.25 - 34 and 35 – 45 in order to gain potential interest.
- 5.c.4. Ten to fifteen people will be identified by the Practice and letters of invite to be sent.
- 5.c.5. PH proposed that JM and PD target the physically disabled surgery population to see if they would be interested in joining the PPG.
- 5.c.6. TH suggested that a pre-school group should be approached regarding the Measles vaccination, following the national increase of the infection.
- 5.c.7. **Action:** -TH to speak to mums and dads.

6 Reports from the Working Group

6.a Premises

- 6.a.1. MO advised that the green posters have been placed and that planning permission deadline is 4/7/13. The application proposals for the new build will be advertised in the Woodmancote Newsletter and the Echo.
- 6.a.2. He contacted the Parish Council and was advised that they meet every 2 weeks, on a Thursday, where a report will go to the Councillor. It is then up to them to recommend if the plans go to the GCC. They will then ask to come to the surgery. The parking will remain the same.
- 6.a.3. PH was asked to contact Michael Yong with the Surgery Press Release.

6.b The Elderly

- 6.b.1. JM, DD and ME found out about the 'Village Agent' and went to one of their meetings. The agent, Jane Skinner, who is responsible for Bishop's Cleeve and district, may be interested in joining the PPG. JMI handed a leaflet out to the group regarding the Village Agent. JM asked if Jane Skinner could be promoted on the surgery's TV screen in the waiting room.
- 6.b.2. They also found out that elderly in Bishop's Cleeve are aware of the PPG.
- 6.b.3. The reporters attended a meeting at Gloucester Cathedral entitled 'Looking to Stay Independent in Old Age', which was organised by Gloucestershire Rural Community Council. They made lots of contacts relevant to patients and managed to gather lots of glossy magazines but informed the group that these are not made too public and are not seen by the elderly, they questioned why.

- 6.b.4. The sub group also found out that there is a 'shingles' jab which is being offered to patients who are 70 years old. JMI asked if this was going to be offered to Stoke Road patients and TM said that it was coming, possibly in the autumn.

6.c Health Promotion

- 6.c.1 PB stated that clarification was needed to identify who was part of this group. CG said that she would look back on previous notes to see who had volunteered. PB went on to say that this sub group needed to meet before the next PPG meeting to establish what particular topic the group were going to target for promotion. PB is going to co-ordinate the meeting.

7 Survey

- 7.a LP had sent the group the results of the Patient Survey before the PPG meeting for perusal. It had been identified that there was a 10% improvement on last year's results however the graph highlighted that telephone access was still a problem. LP is going to make further investigations as to how this may be improved.
- 7.b PH stated that he was going to attend the National Association of Patient Participation (NAPP) AGM on 8th June 2013 to research ideas, (may have suggestions re: phone access) and bring the results back to the group.

8 AOB

- 8.a JMI commented that the waiting room was looking rather 'shabby' and asked when it was going to have a makeover. TM and LP replied stating that refurbishments would take place with the new build (extension).
- 8.b JG pointed out that he had received a letter from a patient (following the AGM meeting) asking who was on the PPG and why they were on the group. JG had written back to the patient and gave an explanation. PH requested that any correspondence which JG received be forwarded onto the Chair for him to consider and reply to.
- 8.c JG also remarked that he had a discussion with a PPG member and said that the PPG must be clear about their roles and responsibilities and that clear protocols must be made. He continued to say that the PPG must be mindful of who we are speaking to and why we are here – for the patients.
- 8.d At this point JG stated that this was the last time the group would see him although he would still be working in the background.
- 8.e PH thanked JG for all of his assistance with getting the PPG off the ground and making it 'live'.

Date of next meeting – Thursday 19th September 2013

Note: - Date for diary of meeting after that is Thursday 5th December 2013