

# Stoke Road Patients Participation Group

## Minutes of Meeting held on Thursday 20<sup>th</sup> September 2012 at Bishop's Cleeve Primary School

### **Present:-**

#### **PPG Members**

Paul Holliday (PH) – Chairman  
Peter Badham (PB) – Vice – Chairman  
Doreen Dyer (DD) – Joint Secretary  
Carol Gardiner (CG) Joint Secretary  
Peggy Dyer (PD)  
Joy Merrell (JM)

#### **Practice Members**

Jaswant Gangotra (JG)-Consultant  
Dr Jim Moore (JM)  
Dr Tim Hardwick (TH)  
Lester Pygott (LP)-Practice Manager  
Jane Tillotson (JT) Receptionist

### **Apologies:-**

Jill Hogg, John Grayson, Mollie Edwards and Mike Otter.

PH welcomed everyone to the meeting. Minutes of the previous meeting held on 31<sup>st</sup> May 2012 were read and some areas discussed as follows:-

#### **1. GP ACCESS**

- a. The surgery has now recruited a Health Care Assistant (HCA) and at present is undergoing training. They have recruited another HCA and she starts 1<sup>st</sup> October 2012. Dr JM stated that patients are being triaged within 3 hours and can now obtain an appointment within 2 days of being triaged.  
Now there is only one GP triaging, rather than 2, an extra 15 patients per day can be seen as a result of the HCA's being employed.
- b. At present, due to annual leave, the surgery is not able to see any trends in access to GP's.

## 2. **Waiting Room**

- a. A water cooler has now been installed.
- b. The 'Touch Screen' is now up and running.
- c. The big screen in the room has been populated with a silenced Power Point of 50 slides which promotes various clinics throughout the seasons to include health promotion, flu, hay fever etc.

## 3. **Demand Measuring**

- a. This will take place during the month of October and thereafter a week a month which will be on-going. The surgery can then compare what they provide and see the trends in the seasons.
- b. Demand vs Capacity, this is on-going research for the demand for appointments.
- c. JT stated that the receptionists use a 'tick' sheet to record all contacts whether it is by face to face or telephone.
- d. The GP's said that that it would be useful to know what kind of things the patients were requiring and whether the appointment was generated by the patient or the clinician.

The GP's were asked if they intended to continue to increase capacity at the surgery. JM stated that the Practice would continue to maintain an open register for new patients, in line with the legal requirements to provide those medical services.

## 4. **Marketing**

- a. Marketing the positive aspects of the surgery would continue.
- b. The question was raised what was the surgery was allowed to do regarding marketing. JG commented we had to be mindful of the legal guidelines.

## 5. **External Funding – Dr JM's summary**

- a. The PPG had a meeting with the professional planners of the PCT of which PH, PB, MO and Dr JM attended.
- b. LP commented that he was grateful to the sub-committee for kick starting the planning project.
- c. The surgery is working with an architect to establish project costs.

## **AGENDA ITEMS**

### **6. Engaging the Elderly - Joy Merrell**

- a. Joy has an interest in the elderly and presented the group with a senior citizen newsletter. She also met with some of the elderly and her findings are attached in Appendix 1.
- b. Joy mentioned that perhaps the surgery needs to write to all patients over the age of 65 to inform them what they are entitled to. Dr's JM and TH stated that the surgery already invite patients to flu vac clinics etc.
- c. It was proposed that some PPG members go to the Senior Citizens Club (SSC) to share good practice. Doreen has volunteered to make the arrangements and for Mollie to help as she and Doreen are already members. Doreen will also contact the Church Carers Group.
- d. PH also recommended that MO may like to network further with the above groups.
- e. JG stated that the SSC and JM may want to consider adding some health promotion in their next newsletter.
- f. Focus on flu vacs.
- g. Start to identify groups for collaborative working.
- h. Identify who is going to liaise with John Williams from the SSC to write an article about men's health as they are the more isolated population.
- i. PH thanked JM for her presentation and suggested that maybe she could add in the next newsletter 'What is Commissioning?'

**Action: - Proposed subcommittee for the above would be JM, ME, JG, MO and DD to be confirmed to PH and secretaries.**

### **7. Car Parking**

On Tuesday 3<sup>rd</sup> July 2012 PH and LP met with Cerri Jones (local councillor), Chris Riley (Highways) and Jason Bowstead (Capita) regarding highway safety concerns. The question raised was whether consideration should be given to have yellow painted lines down part of Stoke Road. Highways were not prepared to undertake this unless funding was sourced from elsewhere. When asked why they had refused, in legal terms there was no evidence of any Road Traffic Collisions (RTC) or traffic accident fatalities.

PB explained a taxi firm is on site and some taxi drivers are hazardously parking on the highway bend.

It was suggested that a letter to be written to the taxi firm asking them to be mindful of their parking on that part of the road. PB stated that he will speak to the taxi firm.

PH stated that he would draft a letter to the tenants requesting them not to park on the highway bend, and suggesting that alternative safer parking is available. PH also stated that we needed to consider long term highway safety

The GP's praised and thanked the PPG for obtaining parking agreement by Capita at the Tithe Barn. Dr's JM and TH said they were very pleased and grateful that this has been a great success and now the surgery can purchase the signage. Thanks were also given from PH to LP and those who assisted in this project.

## 8. Correspondence

### Schools/Universities

- a. The headmaster of Bishop's Cleeve Comprehensive School has suggested that some of the departments may want to engage with the waiting room design.
- b. PH asked whether JC had met with the governing body at Grangefield yet. A meeting was imminent and JC to report back.
- c. Suggestions made by JG that 'A' level or 'GCSE' students may like to take on the waiting room design as part of their study/course. He also commented that one of the surrounding universities who provide a design course may wish to be involved. He stated that he would send a letter to the universities via the PPG chair.
- d. Dr JM informed the group that his friend is a teacher and he would make enquires with him also.

### Pedestrian Access

- a. The first correspondence from the PPG to Tesco's was made on 2<sup>nd</sup> August 2012. To date there has been no reply.
- b. PH has tried to make contact on several occasions to no avail.
- c. PH will e-mail to see if they will reply to that.
- d. JM commented that the Tithe Barn had previously discussed a similar proposal, and concerns had been raised about possible vandalism.
- e. PH has contacted John Beattie, Chairman of The Trustees.
- f. PH stated that the process is valid, and that the chair of trustees is 100% behind the initiative to have a new pedestrian only access to the left of the tithe barn as you are looking at the front of the barn.

## 9. AGM

- a. This will be held **on THURSDAY 21<sup>ST</sup> FEBRUARY 2013 at Bishop's Cleeve Community Centre at 7pm.**
- b. Suggestions were made to invite voluntary groups and as many patients as the PPG could encourage.
- c. A suggestion was also made to invite a member of the new NHS commissioning body to give a talk.

**10. AOB**

- a. As the newest member to the PPG, PD visited the surgery and found it very interesting. She commented that there was a good atmosphere and went along on with most of them. She is looking forward to working with us all on the PPG. Peggy would like to join Joy's sub group (elderly) as she has an interest in this area. She also informed us that at present that she is unable to access any e-mails.
  
- b. JG had 2 points to make. The 1<sup>st</sup> being that he would like to continue to promote the PPG in the surgery Newsletter. Any agenda items to go to himself or LP. The 2<sup>nd</sup> item is the work of the PPG and that they are picking up valuable information from the community. He is pleased with tonight's recognition of promoting health in the elderly and that we need to take the 1<sup>st</sup> issue and drive it.
  
- c. JM asked and suggested that perhaps the surgery should use 'interns' (trainee GP's). TM stated that they are a training surgery and take one registrar on for a year from August and that is all they have capacity for. JM also suggested that the surgery take on volunteers and maybe do some audits.

The meeting closed.

**Next Meeting – Bishop's Cleeve Primary School, Thursday 22<sup>nd</sup> November 2012 at 7.30pm**

## Joy Merrell's Presentation

I volunteered my interest in the elderly at the first meeting of the PPG group and with permission contacted various organisations in Bishops Cleeve who have contact with the elderly and provide feedback to the practice on the provisions of health and social care as stated in our terms of reference.

From my experience it is the people who live alone who don't make full use of the surgery and can be more of a problem in later life especially if they don't have relatives or friends nearby.

I requested help from members with the same interests before the meeting and MO joined me.

I had a productive contact with the Seniors Citizens club and have agreed to write an article for their November magazine. The group were happy for their magazine to be left in the surgery waiting room.

This will be the first local contact with the elderly for our group.

I was pleased at the meeting that more members were keen on making local contacts and hope to have a meeting at my house, in November their expertise will be much welcomed.

The other volunteers are Jas, Peggy Dyer, Mollie Edwards, Mike Otter (PH suggested) Doreen Dyer agreed to be an advisor to our group rather than a member, so we could contact her if needed.