

The Practice Stoke Rd Patients Participation Group

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

Minutes of AGM held on 5th March 2015 at Bishops Cleeve Primary Academy

Present:-

PPG Members

Paul Holliday (PH) – Chairman
Rose Rawlings (RR) – Joint Secretary
Doreen Dyer (DD) – Joint Secretary
John Coopey (JC) – Treasurer
Marilyn Angell (MA)
Michael Otter (MO)
Peggy Dyer (PD)

Practice Members

Dr Tim Hardwick (TH)
Lester Pygott (LP)
Jane Tillotson (JT)

1. Welcome

PH opened the meeting at 7.30 and welcomed everyone present.

2. Apologies

Dr Jim Moore, Peter Badham, Maggie Morris, Maddie Baker.

3. Minutes of last meeting

The minutes of the last meeting were approved. Proposed by TH and seconded by DD.

4. Matters arising

APM. PB has advised that Theresa Middleton will replace Chris Llewellyn as lead speaker on pharmacy. PH to contact Sally Pearson to confirm her attendance.

Suggested by PH and agreed by the meeting that a short meeting to finalise the APM be held on 9th April. TH suggested LP and Amanda Elliott from the surgery together with PH and JC. There will be some costs involved for the patients' meeting including printing of posters and advertising. It was further suggested that an appeal be made at the PPM for new members for the PPG. People are needed who can give practical help when required. LP suggested that JM thanks PPG at the PPM evening for what they achieve.

PH suggested there is an opportunity for an on-line PPG forum. It was generally agreed that this would not give the PPG the real assistance it needs.

Parking. At the Tithe Barn we have lost the spaces formerly agreed by Capita. Changes have been made by the Tythe Barn which has necessitated this move. TH suggested a 2 hour limit on parking in Stoke Road. There are cars parked in Stoke Road that are obviously there for the day. The Community Police Engagement Team has an S.A.R.A. plan that can be put into operation.

5. Chairman's report

PH reported that on 30/01/14 a £500 donation from Cleeve Vale Rotary Club established the PPG bank account. JC was elected as treasurer with annual membership of NAPP being the first agreed expenditure.

On 12/03/14 the second Annual Patients Meeting was held. Dr Helen Miller and Cllr Dorcas Binns gave presentations on integrated care. Dr Moore announced plans for a surgery premises expansion.

On 29/05/14 the 2014 AGM was held. The Chair and Vice Chair were re-elected, as were the joint Secretaries and Treasurer. The decision was taken to keep the APM for public event patient focus and the AGM held separately.

On 01/06/14 the Surgery PPG Health Promotion event was held at Bishops Cleeve Library to coincide with the Street Fair. Three doctors and two nurses were in attendance. All medical staff and PPG members wore identifying badges and a large banner advertised the event. The day was considered excellent.

On 30/10/14 the first Treasurer's Report was given. New Cleeve School 6th form elected PPG member attends. Dialogue begins to jointly organise a Health and Wellbeing Fair in 2015 to be held on the school premises for years 11, 12 and 13.

On 30/01/15 The North Cheltenham GP Surgeries Network meeting was held at Laburnum Cottage.

6. Treasurers Report

There has been no change in the financial situation since the meeting on 15th January, other than the requirement for £40 as aforementioned in the Chairman's report.

7. Election of Officers for 2015

PH stood down as Chairman. DD held the meeting until PH was nominated by JC to stand for a further term. Proposed by DD and unanimously agreed. PH thanked everyone.

PB was re-elected as Vice Chairman in his absence. Proposed by JC and unanimously agreed.

RR and DD were proposed and agreed as joint secretaries although RR stated that she would like to hand over the post to someone else.

8. Report from Sub Groups

8a. Elderly Group (EG)

PD reported that several months were spent developing the leaflet 'Activities and Services for Older People in the area. This has been distributed through local pharmacies, libraries, clubs, Stoke Road Surgery and shops. It is also part of the information pack given to new patients. 1500 leaflets have been given out and a further 500 ordered. This will be updated annually.

EG members have also taken part in the N.Cheltenham Networking Group, which was set up to exchange ideas and good practice. Winchcombe Surgery is adapting our leaflet for their area.

PD and MM have visited the Support and Friendship Group at St Michael's Church and the Prestbury Support Group to understand the needs of elderly people in our area. It is also intended to visit Denley Hall Day Centre and PD anticipates these visits will inform the direction the EG will give its attention to in the future.

8b. Winter Pressures

TH reported that between 01/01/15 and 31/03/15, winter resilience appointments were instigated. This means 4 additional appointments available between 2:00pm and 4:00pm and 20 appointments for Saturday morning to be booked no later than Thursday and with clinical approval.

He also reported that the number of patients registered with the practice has increased over the last 3 years from 9,490 to 9,801, an increase of circa 150 patients per year.

8c. Premises

LP reported that the surgery extension plans continue slowly. Although the plans were drawn up at the end of 2012, it took until August 2014 for the District Valuation to be agreed. In February 2015 an application was submitted to the Government's £1bn investment fund for developing GP premises, to cover funding towards increased capital cost of the build and Notional Rent funding. This application has just been acknowledged in March 2015.

8d. Patient Survey

LP thanked all PPG members who came to the surgery and helped with this year's survey. 465 were completed, against 437 in 2014. The results showed lots of very good general comments about the practice and lots of very good feedback about the clinical care provided by the doctors and nursing staff. There was positive and some negative feedback around the reception team. It was explained that some of the negatives are due to the nature of the job and reflect, in part, general access issues and also to the team being under constant pressure. The surgery is committed to delivering a good customer-focused service and a lot of time and effort is spent on an on-going basis towards achieve this.

As in previous years, the feedback is that the waiting room needs refurbishment. The surgery has held back on capital spending because of the proposed premises development. For this reason, a suggestion by DD that some money be spent on inexpensive carpet and chairs in the interim was not agreed affordable by the practice members.

83% of patients say they are happy seeing a qualified Nurse for appropriate problems.

8e. Health Promotion event at Cleeve School.

Dr Whybrew, John Coopey, Amanda Elliott and LP met with Ben Slatter at the school on 11th February and it was decided that the school hall was the ideal venue. Four dates in early October were suggested and it has now been agreed that Thursday 15th is the best date. LP will notify Ben Slatter.

LP to convene a sub-group meeting ASAP with Roy Tustin who led the Winchcombe event held a few years ago.

8f. Boundary Wall.

The only long-term solution discussed with English Heritage so far is to rebuild all but the bottom 1m of the wall. Tenders for this have come back but are prohibitively expensive. The decision has been taken to proceed with temporary works at a significant cost, to stabilise the wall whilst other options are investigated. The scheme for the temporary works needs to be agreed with the neighbours before this is proceeded with.

Other options for consideration are:-

- Apply to have the wall de-listed.
- Partial demolition of the wall and retention of key features.
- Reduction in the height of the wall.
- Formal recording of the wall and its features followed by its removal.

9. AOB

It was discussed and agreed that the PPG should take stall space at Bishops Cleeve Street Fayre on Sunday June 14th to advertise their existence to a wider audience. RR to approach the organisers and confirm to JC that the cost is the same as 2014, ie. £30. JC stated that £50 could be ring fenced to cover this.

There being no other business the meeting closed at 9.15pm

10. Dates of next meetings

13th May 2015 APM

16th July 2015

8th October 2015

Rose Rawlings