

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

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

Minutes of Meeting held on Tuesday 27<sup>th</sup> July 2016  
at Stoke Road Surgery

**Present:-**

**PPG Members**

Paul Holliday (PH) – Chairman  
John Coopey (JC) - Treasurer  
Rose Rawlings (RR) - Secretary  
Peggy Dyer (PD)  
Maggie Morris (MM)  
Marilyn Angell (MA)

**Practice Members**

Dr Jim Moore (JM)  
Dr Tim Hardwick (TH)  
Lester Pygott (LP) – Practice Manager  
Jane Tillotson (JT) – Head Receptionist

The meeting commenced with a tour of the new building, with explanations by LP/TH/JM of the layout of the rooms.

**Welcome**

The meeting opened at 7.45 and PH welcomed everyone. He announced that Ian and Shirley Hall had contacted him and would be standing down from the PPG with immediate effect. SHo has now completed his secondment to the PPG from Cleeve School and it was unanimously agreed that he had done well. We now need a new School representative.

**Apologies**

SH PB IH SH JG

**Minutes of last meeting**

The minutes of the AGM held on April 5<sup>th</sup> were approved by PH, seconded by MM

**Matters arising**

PD informed the meeting that she had been unable to arrange a speaker from Age Concern in time for the meeting but is hopeful for the next one.

**Correspondence**

There has been no relevant correspondence since the last meeting

**Report from Sub Groups**

(a) Health Promotion

TH said that the planned Men's Health Day proved to be unworkable due to time scale. This is now planned for the end of the rugby season and April or May 2017 is considered to be the best projected date.

(b) Elderly

A detailed outline of the proposed tea parties for the elderly was handed out to all present. MM has been in correspondence with Storrsdale Medical Centre in Liverpool who are already running this scheme at their surgery in conjunction with the charity Contact the Elderly. In essence, it is proposed that we offer Sunday afternoon tea at the surgery to a maximum of 20 people who are over 75, live alone and are unable to get out without help. Contact the Elderly are happy to work with us on this and will hopefully provide some voluntary drivers although we shall also need to recruit some of our own. The idea was well received and LP/TH and JM felt it was an excellent plan.

It was generally discussed and agreed that at least to begin with, the teas should be restricted to Stoke Road patients.

The timeframe of the work at the surgery makes it unworkable at present but MM and PD are envisaging June 2017 as being a realistic start date .

In February, they will be contacting the Village Agent, Community Nurses and the GPs to find out who might benefit.

PD is to invite a speaker from P.A.L.S. to our next meeting.

A re-run of 300 Activities and Services Leaflets has been requested with a correction of the name of the new Village Agent. LP to action.

(c) Premises

As reported above, a tour of the premises was given and LP stated that the finish date is now scheduled for February 2017

Parking. PH has had a meeting with Police Local Community Engagement. There is no change in the current parking situation and a means of alternative transport is desirable for patients.

**Care and Quality Commission (CQC) visit**

LP/JM and TH informed the meeting that the visit of CQC on 7<sup>th</sup> July was carried out by an inspector and a GP from London. The visit commenced with an excellent presentation by Dr Whybrew. Staff were questioned, as were attending members of the PPG and some patients. Unlike the previous visit, they were still coming back to LP & Dr Whybrew with further questions 17 days after the visit. The visit left the Doctors and LP with no gut feel as to the outcome.

The report has to be with the surgery 50 days from the visit date. LP and the partners then have 10 days to read it and to appeal if they deem it necessary.

**Practice Report**

Everyone is very stretched at present, due in no small part to the extension work.

JT is retiring at Christmas and the senior medical secretary has also just retired. One of the more recently-appointed receptionists has now left. Amber, one of the current receptionists is to take over as Head Receptionist. The Practice is currently recruiting.

Sit and wait surgeries. This system was started in the second week of June and is working well. The triage system for same day contact still remains but sit and wait is an alternative for less urgent issues to allow patients the option of coming down at a suggested time, but with the proviso that the appointment time given is not a firm one and waiting is inevitable.

It has been shown so far that the waiting times have been reasonable and that patients seem pleased with the concept.

JT said that the surgery works closely with Badhams Pharmacy and is encouraging patients to go to the pharmacy with certain less vital conditions.

The CCG want to do a publicity shoot to advertise the progress of the surgery and to show the public their investment in the infrastructure of Stoke Road Surgery. They want to invite the local MP, senior Stoke Road staff and PPG to attend this.

### **Treasurer's report**

There has been no outlay since the last meeting and the balance remained at £420.10.

Approval was given by PH and seconded by MM that the annual fee of £40 to NAPP be paid.

Balance goes forward therefore as £380.10

JC suggested that maybe a grant would be available for some of the costs involved in the extension.

### **A.O.B**

JT stated that we should be looking for funding or sponsorship to cover items such as chairs, toys and pictures for the waiting room. There is no money currently available for these.

It was put forward and approved, that a fundraising sub-group be formed with JC/MA/JT and PH.

We need to actively recruit new members to the PPG. We especially need younger members and parents of young children to give balance to the group.

There being no further business the meeting closed at 9.15pm.

Date of next meeting Tuesday 1<sup>st</sup> November 2016

*Rose Rawlings*

Secretary

Dated 31st July 2016