

# *The Practice* Stoke Rd Patients Participation Group

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

## Minutes of Meeting held on Thursday 5<sup>th</sup> December 2013 at Bishop's Cleeve Primary School

### Present:-

#### PPG Members

Paul Holliday (PH) – Chairman  
Peter Badham (PB) – Vice Chairman  
Rose Rawlings (RR) - Joint Secretary  
Marilyn Angell (MA)  
Joy Merrell (JMI)  
Michael Otter (MO)  
Mollie Edwards (ME)  
Michelle Thompson (MT)  
Peggy Dyer (PD)

#### Practice Members

John Grayson (JG)  
Dr Jim Moore (JM)  
Dr Tim Hardwick (TH)  
Jane Tillottson (JT)

### ACTION

### Apologies:-

Doreen Dyer (DD) Carol Gardiner (CG) Lester Pygott (LP)

### 1. Introduction

PH welcomed everyone to the meeting and announced that the new joint Secretaries with immediate effect are Doreen Dyer and Rose Rawlings

### 2. Minutes

The Minutes of the meeting held on 19<sup>th</sup> September 2013 were agreed as a true record.  
Proposed MO seconded RR

### 3. Matters arising

**3a PPG membership.** No volunteers have yet come forward from Grangefield School for this. The Group has identified a need for representation from the 30 to 45 age group. It was discussed that we should focus on this, possibly by Website, Newsletter or TV in the waiting room.

JM suggested discussion at next practice meeting. Ongoing

**JM/LP**

**3b Cluster Group.**

PH reported that no action has yet been taken with other PPG groups in the area.  
Ongoing

**PH**

**3c National Association for Patient Participation.**

Report to be included in next Newsletter

**3d AOB**

MO suggested The Practice should have a permanent agenda item ... Practice Report. Dr Hardwick agreed that this would be a good idea for future agendum

**PH/DD/RR**

**4. SUB COMMITTEE REPORTS**

**4a Health Promotion.**

JM reported that the patient response to the 'What's Your Number' day on 12<sup>th</sup> October at the library had been very positive. The Library had been extremely helpful to us. There was some discussion that the advertising should have been more consistent in its content. Overall though, it was felt that what was used did the intended job well.

PB commented that there should have been consistency when recording /weights. Metric and Imperial had been used. JM said that Metric was the preferred choice when calculating BMI.

TH reported that all the records taken for Stoke Road patients have been logged and are being followed up where necessary. Reports for people from other surgeries were given to them to hand in if they chose to.

Next Health Promotion day to be part of the Bishops Cleeve Street Fayre on Sunday 1<sup>st</sup> June 2014. 10am to 4pm.

Library to be approached to see if they will accommodate again. Tythe Barn is second choice.

**PB**

A meet and greet by PPG member(s) to log height and weight would be useful. TH said that there should be at least 3 Health Promotion sub-group meetings prior to June to ensure best organisation and to plan for another in October. It was suggested also that there should be some different health issues each time. For example, Men's health.

MA asked if there had been any return from Greyholme Surgery regarding a joint venture. JM replied that they would be keen to be involved if given enough notice.

The Practice to put this in motion

**JM**

MO proposed a vote of thanks to PB and the Health Promotion sub-group for organising such a successful event. Seconded.

**4b. Elderly**

JMI and PD jointly reviewed the group's activities. Particular concern regarding the poor state of the chairs in the waiting room. JMI had made enquiries about cost of replacements. She had sourced a Company who had 10 chairs from a cancelled order, offered at a reduced rate of £30 each. Price was given 5 weeks prior to this meeting.

LP had already stated that chairs will be part of the refurbishment programme. Discussions followed on pros and cons of spending £300 when major refurbishment plans are in hand. Suggest that Practice considers temporary seating. JMI requested decision on this within 2 weeks .

**LP**

Discussions will take place with WI/B.Legion/Probus/U3A through the next couple of weeks trying to raise profile of PPG.

**JMI**

JMI stated that the current services provided for older people are still overlapping. To be discussed with County Councillor Andrew Gravells, Member for The Elderly.

JMI

JMI has received 2 complaints from patients re difficulty in getting appointment.

#### 4c **Premises**

Validated tenders have been confirmed. Waiting for discussion with District Valuer. Meetings with Banks ongoing. Discussions on current situation ongoing  
Date to start is tentatively 1<sup>st</sup> March 2014.

MO/LP/PH

#### 5 **Cleeve School Sixth Form proposal for a student visit to Surgery**

Visit for 3 pupils including MT of the Surgery to be arranged. Mr Pugh/ LP  
MT had put together a questionnaire and circulated to selected pupils. Results of this were read out by MT and are available. They showed an equal number of good and bad points and also a number of improvements they would like to see.  
MT also pointed out on the need for an NHS Dentist in Bishops Cleeve, as Cheltenham and Tewkesbury are the nearest.  
Also suggested was a 'Drop in' service at the Surgery with a ticket system. PB suggested visit to the school by 1 Doctor/1 Nurse to talk about younger people's health issues. Name of School Nurse to be identified. MT

#### 6. **Debrief from The Practice on the CQC Report**

TM reported that CQC inspection on the practice which took place on 16<sup>th</sup> September with only 2 days notice, had been in-depth and gave them an excellent report. On this visit they were concentrating on safeguards in place, Patient feedback, drug controls and personnel recruitment procedures. Because of the building work they took less notice of the structures than might normally have been the case.

TM also said that LP had done excellent work in preparation of this visit.

#### 7 **Bishops Cleeve Parish Council's Community Draft. Final Action Plan**

A meeting has been arranged for Monday 9<sup>th</sup> December with the Clerk to the Council. LP/TH.

JMI voiced concerns that we need better facilities. What plans are there for an increasing ageing population in Bishops Cleeve?. Maybe something along the lines of Marina Court in place of Orchard House if it closes.

#### 8. **Annual Patient Survey**

To take place in January or February. JT is organising and will need help on this. Last 3 or 4 questions to be reviewed. Any issues to be emailed to LP by Dec.15th

9. **AOB**

JT had stated that there is now a named receptionist responsible for the carer's register. Asked by JT if JMI would like meet her. MA would also like to be involved.

Phone JT for appointment.

**JMI**

There being no further business, PH closed the meeting.

**Date of next meeting Thursday 30<sup>th</sup> January**

Further PPG meetings for 2014 are planned as follows:-

Thursday 29<sup>th</sup> May (AGM) and 18<sup>th</sup> Sepember

**The Annual Patients Meeting will be held on Wednesday 12<sup>th</sup> March 2014 at 7.30pm in the Tythe Barn**

Rose Rawlings