

# *The Practice*

## **Stoke Rd Patients Participation Group**

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

### Minutes of Meeting held on Thursday 30<sup>th</sup> January 2014 at Bishop's Cleeve Primary School

#### Present:-

#### PPG Members

Paul Holliday (PH) – Chairman  
Rose Rawlings (RR) - Joint Secretary  
Doreen Dyer (DD) - Joint Secretary  
Joy Merrell (JM)  
Michael Otter (MO)  
Mollie Edwards (ME)  
Michelle Thompson (MT)  
John Grayson (JG)  
John Coopey (JC)

#### Practice Members

Dr Jim Moore (JM)  
Dr Tim Hardwick (TH)  
Lester Pygott (LP)  
Jane Tillottson (JT)  
Amanda Elliott (AE)

#### ACTION

#### 1. Welcome

PH opened the meeting and welcomed Amanda Elliott, an administrator at the surgery as a guest.

#### 2. Apologies:-

Peter Badham (PB) Marilyn Angel (MA) Peggy Dyer (PD)

#### 3. Minutes

The Minutes of the meeting held on 5<sup>th</sup> December 2013 were agreed as a true record.  
Proposed RR, seconded TH

#### 4. Matters arising

##### 4a Cluster Group.

Janet Whitely of Winchcombe PPG was invited to a coffee morning held by DD in December. Discussions with PH, DD, RR, the possibility of joint venture. She had some limited interest in this and put forward several good ideas and suggestions from her own team.

##### 4b Cleeve School proposed sixth form visit to surgery. MT has spoken to Mr Pugh to ask him to select students for this but he has not responded to date. PH asked M T to remind Mr Pugh in 1 month.

##### 4c PC Community Draft. LP and TH have met with the clerk to the Parish Council (Belinda). They both considered it a very useful meeting. She has agreed to all the plans put forward.

#### 5. Correspondence

Nothing since last meeting

## **6. Sub Groups**

### **6a Elderley**

JMI reported that the worst of the waiting room chairs have been removed. JMI would like to be involved in the choice of new chairs when refurbishment is ready to move forward. Sub-committee would also like to visit the new Tewkesbury Hospital waiting room to see what chairs they have put in place. These are reportedly, very comfortable. Both these suggestions agreed by LP and TH. JMI has discussed current services for the elderly with Andrew Gravells. JMI had met with Sue Green in early January arranged by JT regarding the referral from the surgery to Gloucestershire Carers. JT was thanked for arranging this by JMI.

JMI has not yet contacted all the organisations regarding care of the elderly. Wait now until after APM on 12<sup>th</sup> March

### **6b Health Promotion**

TH updated meeting on the next health check day. It has been arranged that this will be held in the Library as part of the B/C Street Fayre on Sunday 1<sup>st</sup> June. RR to double check on library closing time. A meeting of the sub-committee to be held prior to this. Carol G has agreed to help out on the day.

### **6c Premises**

LP reported that there has still been no valuation from the Associated District Valuer, so cannot move forward at present. LP has been promised a report by Monday 3<sup>rd</sup> Feb and hopes to have more news before the next meeting.

## **7. Practice Report**

JM reported that this is their busiest time of the year but the demand has been coped with. Extra Locums have been used when necessary. The surgery does not have a GP registrar currently, but one is due to start in August.

The reception staff are the best organised ever. JT has encouraged junior staff to adopt other roles within the department.

There are ½ day training sessions.

Staff total for admin/reception is currently 12. JT has a minimum of 4 staff answering calls at any one time.

JT wants a policy of taking telephone numbers from patients and phoning them back rather than the current "Phone us back". Front of house is now considered by all to be extremely good.

## **8. Treasurer**

There were 2 names put forward for this post.

John Coopey. Proposed PH seconded RR

John Grayson Proposed TH seconded JM

A paper ballot was taken and John Coopey was appointed.

JC said that we need to set up separate accounts with a minimum of 3 signatories.

## **9. Fund Raising**

The surgery was asked if they had any suggestions to make. None were forthcoming at present.

LP said that there should be a clear division between any fund raising for the surgery and fund raising for the PPG.

MO felt that fund raising for PPG should not be a priority at this time as there are more pressing issues.

PH said we should be modest in our aims regarding fund raising.

**10. Annual Patient Survey**

Underway and on-going. PPG members are assisting with this in the waiting room.

**11. A.O.B.**

Annual Patients meeting is on 12<sup>th</sup> March. A draft invitation had been put forward by PH. LP will rework this to make it more visual.

MO will discuss with Woodmancote. Prepare a press release.

LP will ensure that sound and visual equipment is adequate.

PB has booked Tithe Barn

PH has booked the speakers.

JM will give practice update as last year followed by questions and answers session  
Start time 7:30pm. Each speaker 20 minutes followed by 10 minutes Q & A. PH will make the speakers aware of this.

Refreshment break 8.30 to 8.45. Refreshments will be provided by Surgery Staff

JM and PH 10 minutes each followed by Q & As.

Approx. finish time 9.30pm.

There being no other business, the meeting closed at 9pm.

**Date of next meeting (AGM) – Thursday 29<sup>th</sup> May 2014**

PPG meetings for 2014 are planned as follows:

- 12<sup>th</sup> March (The Annual Patients Meeting)

- 18<sup>th</sup> September.

Rose Rawlings