

Stoke Rd Surgery
Patients Participation Group

Minutes of PPG meeting held on 21st Aug. 2019
at Stoke Road Surgery

Present:-

Maggie Morris (MM)	Chair	Amanda Elliott	(AE)
John Coopey (JC)	Hon. Treasurer	Amber Reynolds	(AR)
Rose Rawlings (RR)	Secretary	Sarah Rogers	(SR)
Peggy Dyer (PD)	V.Chair	Marilyn Angell	(MA)
Anne Ayrton (AA)		John Grayson	(JG)
Rosie Boulton (RB)		Peter Badham	(PB)

The meeting commenced at 6:00pm

Apologies

Ali Hopton, Lynne Jackson

Minutes of last meeting

The minutes of last meeting held on 12th June 2019 were approved by MM and signed off. There were no matters arising that were not covered by the agenda

Correspondence

From Rugby Club advising of England first game of world cup rugby on Sept. 22nd coinciding with Men's Health Matters. Postponed.

Report from NAPP Conference 15th June

This had been attended by PD and RR and the main points outlined;

- (a) One of the attending practice PPGs have a listening table situated in the surgery, manned by PPG members, offering patients the opportunity to raise non-medical issues.
- (b) if a patient DNAs an appointment they are telephoned to ask reason why.
- (c) There are major I.T changes in the NHS and it is recommended that at least one PPG member is I.T savvy.
- (d) The increase in the number of surgeries closing/merging.
- (e) CCGs should discuss future plans for patient care with patients before instigating any changes.

Copies of the full report were made available to the meeting.

There were discussions following the above report regarding Primary Care Networks (PCNs). The PPGs from our network group are going to meet regularly and work together.

New minor acute cases can go to the other surgeries to be seen if they wish. Stoke Rd are the heaviest user of the group currently.

Improved Access appointments to create extra appointments within our Network. Stoke Rd PCN is spread out over a wide area so not always ideal for patients to travel to Winchcombe or Cheltenham.

JG raised the sense of networking given the issue of global warming. Also discussed was the sharing of medical information between GPs and hospitals. Patients can opt out of this if they wish.

Next network meeting is on September 17th. Attendance not yet confirmed.

Men's Health Matters Sunday September 22nd

This has been postponed because of a clash of date and time of the first England game in the rugby world cup in Japan. A new date to be arranged, possibly in the new year.

New Website.

This is now up and running. MM said that the PPG membership information needs updating. AE advised that some fine tuning of the site is necessary and they are working through all the information for correctness. AE dealing with this.

Treasurer's Report JC

JC reported that since the last meeting we have received the remaining £625 from the Tesco 'Bags of Help' which has helped our bank balance as we had already paid the full amount for the waiting room screen. We have also paid our subscription to NAPP for year 2019/20 of £40. This leaves us with a bank balance of £707.79.

Although the 'Men's Health Matters' event has been postponed, we have not incurred any expense as a result.

Practice & Premises Report AE

- 1) The ECG machine has been ordered. PPG thanked for their donation.
- 2) Flu clinic. First one is on Saturday 21st September. Surgery will be running both booked and 'drop in' flu clinics over the next few months.
- 3) Noticeboard. AE rotates information on a weekly basis to keep it fresh and up to date.
- 4) Two new GP registrars. Dr Michael Mojeed for 12 months and Dr Siraj Hameed for 6 months.
- 5) Congratulations to Rosie on her A level results and good wishes for the commencement of her medical school place at Birmingham.
- 6) Sam House who has been working at the surgery over the summer, is commencing his 4th year in medical school in September.

Elderly Report MM

Nothing new to report. Sunday teas remain popular. We have a guest list of 22 with an average at each tea of around 15.

Fundraising.

JC said that we need specific requests from the surgery for spending. A bike rack is needed but he stated that he could not see the public giving money for non-medical items.

AE responded that a rack had been asked for by patients.

JC also suggested that another screen opposite the existing one to 'funnel' noise towards the door.

AOB

Suggestion of giving the PPG charity status was raised. MA said it was a complicated process. MM to follow up.

The £50 refund from the Tithe Barn has still not been received despite reminders. RR to speak to Cheryl Parsons regarding this.

The refund from NAPP has not yet been received .

MM made AE aware of the guttering issue which was very obvious during the heavy rain on Sunday 11th August. Surgery are aware of this.

Questionnaire was discussed. PB had observed that the two major issues were the access to routine appointments and the waiting room problem. There followed a long discussion on the appointments system which threw up the fact that some of us were unaware that we had to sign consent to share our details with other departments including the hospital, the fact you could self refer to various departments, eg. Podiatry, that there were courses run for pre-diabetic patients and various other conditions (these are run at the resource centre in Hesters Way). It was felt that the PPG members should be aware of all these issues in order to pass them on to other patients.

The waiting room issue and privacy seems difficult to resolve though AE said that a private room was available for those not wishing to speak at reception. It was thought that this was a problem in most practices but it was disappointing that the new screen had not significantly improved the situation. The Tesco money was now spent so we are unable to fund another notice board and leaflet racks.

The meeting ended with a tribute to the sterling work of Rosie Boulton and congratulations to her attaining her grades to begin medical school in Birmingham in September. MM presented her with a token and cards on behalf of the PPG.

There being no further business, the meeting closed at 7:40pm

Date of next meeting: Wednesday 13th November at 6pm

Rose Rawlings
Secretary