

Stoke Road Surgery

Patient Participation Group

Zoom Meeting of the Committee

20 May 2024 6.30pm

Present: Ian White (Chair) IW
Dr. Chin Whybrew CW
Peggy Dyer PD
Lynne Jackson LJ
Ali Hopton AH
Anne Ayrton AA

Jenny Crowston (Minutes) JCr
Dr. Tim Hardwick TH
John Coopey JC
Cathie Stoker CS
Lester Pygott LP

1. **Welcome:** IW welcomed everyone to the meeting
2. **Apologies:** Ruben Lombard RL, AH Apologised in advance for leaving before end of meeting.
3. **Minutes of the Last Meeting** These had been circulated to all.
There were no comments.

4. **Chair Report (IW):**

The new telephone system is a great improvement. There was some interesting feedback – some praising it and others being frustrated by the long queue (even though they were able to request a call-back. LJ waited a long time (30 in queue), but then came to reception and requested to be called back. She was offered an appointment the same day

CW reported that the staff like the new system too. They can monitor how many patients are queueing. This allows the staff to divert from other duties to help reduce the queue. Towards the end of the day, staff can also pool resources to help reduce the number of patients waiting. At 6pm the phone is switched off, allowing time to process those who have contacted the surgery late in the day.

If a call-back is missed, the caller remains at the front of the queue.

The message when phoning can be changed. For example, if all appointments for that day have gone, they can be asked to try at 9am the following day.

The information regarding the new system is a very important item to be added to our next newsletter.

In reception, all conversations between staff and patients can be overheard.

Are there any plans to help maintain confidentiality i.e. completing a form, going to a side room?

Other sounds may serve as a distraction, i.e. television screen running information videos. Installing an intercom may help, so that patients are not needing to raise their voices. Music is another option.

LP said the television is broken. AA suggested the possibility of the PPG fund-raising to replace it.

PD said the landlady at the Norman King pub is in favour of a collection taking place – especially during Race Week when they are very busy.

If a TV was available, there is no shortage of information videos.

IW mentioned that the 3rd to 9th June is PPG awareness week.

5. **Practice Report CW**

Changes to staffing: Reception, 2 staff left and 2 start soon (they will need training)

The phlebotomist is retiring, and other staff have taken over creating, a smooth transition. Chloe (nurse), Wendy and Rachel HCAs are included in this. Rachel is reducing her hours. Sarah (Who used to be at Stoke Road) is back for a few sessions, processing forms for hospital.

The COVID clinics were a huge success. Cheltenham Peripheral PCN achieved the highest uptake – 96-7%. CW thanked those who helped.

There have been some reports of after-effects, and patients are being warned they may feel unwell for a few days following vaccination.

The pharmacists are a great asset to the Practice. Aitzol, Victor, Agnes and Lydia work part-time across 2/3 practices. At Stoke Road we have cover for 4 days per week. (Agnes is leaving in 4 weeks)

6. Treasurer's Report JC

JC – There is £477.12 in the bank. JC mentioned that we may need to buy boxes to store the china thus preventing breakages. She will look into this and let JC know costs.

7. Listening Place PD

PD asked if the Practice would like the PPG to continue with 'The Listening Place'. CW said it is useful to have the feedback gained at these sessions. It also serves to raise awareness of the PPG and may be useful in the potential to recruit new members to the Committee, and helpers for the Sunday Teas. We need to try recruiting young people to be on the Committee and to help with the Teas. The Newsletter and TV (If active) in Reception, may help. The Virtual group are for circulating the newsletter only. PD will put forward dates in A.O.B.

8. PPG Teas JC

The Teas are ticking along and are greatly enjoyed by all attending. We currently have 14 guests, having lost one who has gone to live in a residential home, and one who is too ill to attend. There are still concerns about the need for an increased 'core' of volunteers. There is higher demand on our drivers, and as we approach Summer holidays, it is more difficult to fit all the puzzle pieces together. We have 6 volunteers who provide food and serve the teas, but taking holidays and illness into consideration, we could still do with 2 more reliable helpers, especially to lift the tables and chairs in setting up. It is hoped that an advertisement in the newsletter, a new tv in the waiting room, and the Listening Place can yield results. AA will help to provide some photos for the newsletter.

9. Newsletter IW

AA has offered to provide some photos to advertise for volunteer drivers for the Teas.

Articles expected include the usual Q & A from CW; advertisement for volunteering as drivers for the teas; Sun Health article by CW; an article by Pharmacy First, explaining their role; the new phone system; test results CW.

10. Any Other Business

PD asked if the Winchcombe surgery was closing, and will there be cuts to the services provided at Stoke Road. CW replied that it was unlikely that Winchcombe will be allowed to fail. There are no plans to cut services at Stoke Road.

A meeting has taken place with the Chair of Tewkesbury Borough Council, who is now fully aware of the challenges facing our NHS local surgery provision.

The Listening Place – taking place 24 June 9 to 12, JCr and LJ to run this session, 2nd Aug, 9 to 12 IW and AA to run.

11. D.N.M

A face to face meeting on Monday 15 July PM

Next Practice meeting 2nd Sept 6.30 Zoom

IW declared the meeting closed at 7.35