

# **Stoke Rd Surgery**

## **Patients Participation Group**

Minutes of PPG meeting held on 20<sup>th</sup> Nov. 2019  
at Stoke Road Surgery

### **PPG Members present**

Maggie Morris (MM) Chair  
John Coopey (JC) Hon. Treasurer  
Rose Rawlings (RR) Secretary  
Peter Badham (PB)  
Anne Ayrton (AA)  
Marilyn Angell (MA)  
Lynne Jackson (LJ)  
Nia Morgan (NM)

### **Surgery Staff present:-**

Amanda Elliott (AE)  
Dr. Tim Hardwick (TH)  
Sarah Rogers (SR)  
Dr C. Whybrew (CW)

The meeting commenced at 6pm

### **Welcome**

MM welcomed all members present and introduced new PPG member Nia Morgan who is in year 12 at Cleeve School. All others introduced themselves to Nia.

### **Apologies**

Ali Hopton, Peggy Dyer, John Grayson

### **Speaker Gill Robertshaw**

Gill is the surgery carers' lead. She is currently devising a list of carers who are patients at the surgery and updating the surgery records. Gill makes contact with these carers and sends them an information pack.

There has recently been a change of provider for Carers support in Gloucestershire – The Carers' Hub, funded by Gloucestershire C.C. who have a triage system and can arrange emergency care cover. They give emotional and physical support wherever needed.

### **Minutes of last meeting**

The minutes of last meeting held on 21<sup>st</sup> August 2019 were approved by MM and signed off.

### **Matters arising**

MM reported back on the charitable status. The NAPP secretary said that PPGs did not generally have charity status though there had been some precedent in the very early years. She said it was a misconception that medical equipment would be exempt from VAT as a charity.

MA pointed to an error in the minutes and also said she felt that when people arrived late for a meeting the timing should be noted.

### **Correspondence**

NAPP bulletins are being received on a regular basis.

Letters had been sent in early November by RR to Bovis Homes, GE Aerospace and Capita to request possible help with funding for the Sunday teas. To date Bovis Homes have donated £100

An email from Geoff Cove – Chair Winchcombe PPG to say he had been in touch with Dr Pascoe-Watson, Clinical Director of PCN who welcomed the idea of a place for a PPG member on the newly formed committee.

### **Men's Health Day proposed at Rugby Club**

This project is not now thought to be viable. TH stated that the surgery is much busier now with an increase in patient numbers from 10,000 to 11,000. Clinical staffs are heavily stretched and it would be a lot to ask of them to add another weekend day into their already hectic schedule.

The surgery staff thought they might do a health event at the library. This has been done before very successfully. Enquiries to be made re this. Ongoing.

### **Report from 'Fit for the Future' meeting 11<sup>th</sup> October 2019**

MM and LJ attended the meeting of Gloucestershire PPG members at Churchdown Community Centre. This had been arranged by the CCG to get members' feedback on plans put forward in the 'Fit for the Future' booklet. Meeting was led by an independent evaluator. 25 members were present county wide divided into groups of 6 or 7.

Introduction was by Becky Parish (CCG) followed by an insight into A&E and urgent care by the lead A&E nurse (Maria)

First session discussed various plans put forward and delegates asked what they thought of them. Some were positive but mostly the response that the leaflet was cumbersome and not 'people friendly'. A lot of the points were agreed with. There were differences of opinion on priority of services between and town and rural practices.

Second session was about criteria. Delegates were shown topics and asked for their opinion followed by comparison with the CCG draft criteria. Again it was felt that the draft was too wordy but on the right track.

There will be another meeting on 22<sup>nd</sup> November.

### **Network meeting**

This was attended by members from Stoke Road, Winchcombe, Cleavelands and Sixway.

Discussions were made about the PPGs having a voice on the PCN. Geoff Cove to contact Dr Pascoe-Watson. See correspondence.

### **Proposed Listening Table**

This was discussed at length and the surgery supported the project. Various practical issues were discussed. PD is leading on this and hopes maybe a start may be made by February.

### **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.

They need to be made aware of any errors/omissions noticed.

MM asked AE to add Nia to committee list and to remove Rosie Boulton who has now registered elsewhere

### **Treasurer's Report**

JC reported that at our last meeting our bank balance stood at £657.79 after deducting the leaving gift to Rosie. We have recently received a payment of £ 92.84 from the practice bringing our total up to £750.63

We have not had any expenditure since the last meeting (other than the gift to Rosie on her departure to University)

MM recorded the thanks of the PPG tea committee for the £92.84 from the surgery. This has paid for Christmas presents for the guests on December 8th.

### **Practice & Premise Report**

AE reported the following:-

The NAPP money and the Tithe Barn deposit have now been refunded to the surgery

**CQC Phone call:** The surgery received their CQC inspection phone call in October. This was dealt with by Dr Whybrew and Lester Pygott. Call went very well and the surgery retains its 'Good' status so there is no reason for an inspection this year. Dr Whybrew and Lester put in an enormous amount of work in preparation for the call which lasted 2 hours.

**Flu Clinics 2019:** Larger flu clinics now finished and the surgery now offers 'drop in' flu jabs. There have been national supply issues again this year but so far 1672 have been given to the over 65s and 300 to under 65s. Supplies for next year are already on order.

**Staffing:** In October the surgery recruited a new salaried GP (Dr Shabari Hosur) who will work Thursdays and Fridays. She has a specialist interest in diabetes. Maggie Paul has left the reception team and has become a phlebotomist in the nursing team. Receptionist Sue Green will retire at the end of the year after 12 years at the surgery.

**Computer Update:** Over the last few weeks the surgery has been going through a huge I.T. update. This has created a lot of disruption during the working day, including no clinical system availability on one Monday morning - but hopefully the worst is over.

### **Elderly Report MM**

Sunday Teas are as popular as ever. There seems to be a lull in referrals for new guests. A Christmas party is planned for December 8<sup>th</sup> to which surgery staff are invited. AE will advise of numbers attending nearer the date.

There was no further business

**Date of next meeting, which is the AGM: Wednesday 4th March at 6pm**

Rose Rawlings  
Secretary

Minutes approved on \_\_\_\_\_ by \_\_\_\_\_