

# Stoke Road Surgery Patients Participation Group

## Minutes of PPG meeting held on 26<sup>th</sup> Sept. 2018 at Stoke Road Surgery

### Present:-

Maggie Morris (MM) Acting Chairman	John Grayson (JG)
John Coopey (JC) Hon. Treasurer	Alison Hopton (AH)
Rose Rawlings (RR) Acting Secretary	Amanda Elliott (AE)
Peggy Dyer (PD)	Amber Reynolds (AR)
Peter Badham (PB)	Dr Vivien Smellie (VS)
Marilyn Angell (MA)	Rosie Boulton (RB)
Dr B.Soden	

### Welcome

MM opened the meeting at 6pm. Alison Hopton was welcomed as a new PPG member and the other members introduced themselves. MM also announced that she would be acting Chair and RR would be acting Secretary until the 2019 AGM.

### Apologies

Dr Hardwick, Lester Pygott, Anne Ayrton.

### Speakers.

MM introduced Elaine Meyer and Penny Gilbert of Community Wellbeing (CW). Until October 2017 this was known as 'Social Prescribing' and has developed from a merger of this and the Village Agent. Elaine gave an interesting insight into how CW operate. They cover 19 surgeries in the area and help given by them does not have to come as a direct GP referral. Anyone with needs can self refer and the lower age limit has been taken from 18 down to 16.

She gave several examples of help they can give and leaflets were given to the meeting. They do not become involved with serious mental health issues; these were referred back to the GP. They watch for gaps in assistance available. They work with Social work students and have volunteers who assist them. Also mentioned was the 'Pantry Project' where food parcels are made available to people in need and a very new project, 'Walking Rugby & Walking Football' was also mentioned.

### Minutes of last meeting

Minutes of the last meetings held on 28<sup>th</sup> March & 16<sup>th</sup> June 2018 were approved by MM and signed off.

### Matters arising

The item regarding surgery funding for the annual NAPP conference, which had not been noted in the minutes of the AGM, is corrected under AOB

### Treasurer's Report

JC presented a current account balance showing £1,379.39 to which must be added a donation from the Rotary Club of £250 and £500 from the Nat.PP Group (Corkhill Award). This gives a total balance of £2,129.39. Taking from this the £504.27 set aside for the Tea Group leaves the account with £1,625.12 to spend.

The surgery now needs a more expensive ECG machine and VS was asked if they would want the £1,200 collected for this towards it or wait until we raise more. She will speak to the other partners and report back. We are in the Tesco 'Bags of Help' draw at the moment and are assured of at least £1,000.00, however, this money must be spent on waiting room refurbishment and could provide another three large chairs for the elderly or anything else needed in there.

We should do more to ensure we advertise it to the patients so that we come out top of the draw when the sum could increase to over £3,000.00

Two extra signatories are required for the Bank. MM and RR accepted. New signature mandates to be completed at the bank.

**ACTION JC with MM/RR**

### **Practice & Premises Report**

- The Practice Newsletter is in its final draft and should be out in the next few weeks.
- Surgery Staffing:-
  - Dr Iain Tebbutt has been appointed as a new GP Partner. He has worked in the surgery for the last 12 months as a GP Registrar and will commence his post in January 2019.
  - Sarah Rogers has been appointed as 'Nurse Manager'. She started in July 2018.
  - Charlotte Pike has joined the Practice Nursing team.
  - Admin and Reception are currently fully-staffed
- Building:-
  - We are currently looking into sound-softening materials to be used in the waiting room and general office to improve confidentiality.
  - External and internal signage for the surgery is awaiting the final draft.
  - Pictures have been put up in the waiting room. They were kindly donated by Vanessa Reynolds.
  - Longer term plan: Air-conditioning for the meeting room and general office and bicycle racks for outside.
- Other news-
  - Sam House – a past member of the PPG and currently studying medicine in Plymouth, worked in the Admin office over the summer and sat in with various clinics. He found this experience very useful.

### **Young People Recruitment**

Recruitment of 6<sup>th</sup> Form pupils was discussed. It was decided that unless the particular pupil was looking towards a degree in medicine then the likelihood of there being a sustained interest in PPG was tenuous. It was pointed out by RR that we have had some 6<sup>th</sup> Formers in the past that came to one meeting and were never seen again.

### **PPG awareness**

It has been decided that the surgery waiting room is the best place to explain why we exist. Anne Ayrton is to lead sessions on this subject assisted by other volunteers.

### **Patients meeting**

This has been agreed for March or April 2019. PD to be the lead on this. Other PPG members present have agreed to help and an organising meeting will be held on Tuesday 23<sup>rd</sup> October 3pm at the home of PD.

### **PPG Network report**

RR had attended the Glos. PPG Network meeting on 14<sup>th</sup> Sept. She outlined the presentations of the Market Place representatives and gave out the figures gained by the MORI Patient Survey in February 2018. Single sheet printouts of these results were handed out at the meeting. A précis of the meeting notes is given at page 4 of these minutes.

### **Reports from Sub Groups**

#### **(a) Health Promotion**

MM reported that she had spoken to Newlands Rugby Club to discuss planning an Autumn Men's Health event and had been told that they could not consider this until 2019. PB said he would speak to them himself and see if they would reconsider.

**ACTION PB**

**(b) Elderly**

PD reported afternoon teas going well. The September tea was the best-attended yet with 16 guests. Now agreed that 16 is the maximum number.

Comment made that it would be good if washing up could be done at the surgery but the reasons for not being able to do so were understood. Dr Smellie told the meeting that the surgery would invalidate its insurance if people not employed as staff by the surgery were given keys that allowed access to the clinical areas. The Tea Committee manage by taking the washing up home in turn each month.

Also reported – the need for more drivers. Note also made of the exceptional work done by MM & RR in organising the volunteers and guests.

It has been decided not to update the information leaflet as several booklets already available give duplicate information provided by the Parish Council and others.

**(c) Fundraising**

JC told the meeting that the Kings Head have offered another weekend fundraising.

Tesco 'Bags of Help' has already been noted under Treasurer's report.

**A.O.B**

Dr Hardwick had given the assurance previously that the surgery would fund the cost of 2 PPG members attending the annual NAPP conference.

MM put forward a suggestion for a Christmas get together perhaps for a meal. It was left to see what interest was returned.

**Date of next meeting: Wednesday 9<sup>th</sup> January at 6:00pm**

There being no further business, the meeting closed at 7:45pm

***Rose Rawlings***  
**Acting Secretary**

## **GLOUCESTERSHIRE PPG NETWORK MEETING 14<sup>TH</sup> SEPT - Attended by Rose**

Presentation of 2018 GP Patient Survey by 2 members of the Insight & Feedback Team, Nursing Directorate, NHS England. Hannah Atherton & Hannah Rafael.

This was an hour of visual figures and graphs from a random selection survey of 2.2 million patients, conducted by Mori in February. This was a very expensive exercise – although we were given no actual cost – the return rate nationally was only 34%. (Gloucestershire returned 43%). Changes had been made to the questions for this year and 16 & 17 year olds were also included. The results of this survey have just been published.

### **Market Place representatives.**

2GT and GCS Merger. 2gether NHS Foundation Trust (2GT) and Gloucestershire Care Services NHS Trust (GCS) are to join together with one Chair and one Chief Executive to be appointed by the end of November. New joint leadership will then plan a seamless mental and physical health service. The time scale for this merger is July 2020.

The protection of antibiotics. A medically qualified presentation on the suitability or otherwise of the use of these. Over-use has brought about a tolerance of some bacteria and an example given was that Penicillin is no longer effective on Staphylococcal Infections.

Gloucestershire Shared Lives. For when someone with assessed needs can be supported for varying lengths of time by a Shared Lives carer. At home, whenever possible.

Dementia Friendly. We were shown FIDGET muffs that can be knitted and are very good for hand co-ordination with dementia sufferers. I have printed out a copy of the pattern from the internet. We were also reminded of the Herbert Protocol set up to help find dementia patients who have gone missing.

Community Defibs. Tony of Community Defibrillators Awareness Group was there to stress the importance of the positioning of these units. Not much point having one inside Tesco after they've closed. That the public know where they are and how to unlock and use them. He quoted what they call the "Wotton under Edge effect" - they have 40 because lots of the residents put their hands in their pockets to provide them.

Tackling Mental Health Stigma. Outline of the 15 Steps Challenge for mental health primary care. A relative of a patient has stated she can tell within 15 steps of walking into a care facility what the care provided is going to be like.

The meeting was a good opportunity to talk to other PPGs.