

Stoke Road Surgery Patient Participation Group

ZOOM MEETING OF THE COMMITTEE
8 JUNE 2022 6.30PM

Present: Ian White (Chair this meeting) IW Kathryn Ashmore KA
John Coopey JC Peggy Dyer PD
Anne Ayrton AA Lester Pygott LP
Dr. Chin Whybrew CW Ali Hopton AH
Marie Brain MB Lynne Jackson LJ
Jane Brettingham JB Jenny Crowston (Minutes) JCr

1. IW welcomed all to the meeting.
2. Apologies: Santoke Naal, Dr. Tim Hardwick, Kshiraja Dighe (KD)
3. Introducing Jane Brettingham
Jane gave a brief introduction, stating that she had been living near the surgery, and had been a patient at Stoke Road for over 30 years. She is a retired primary school teacher. She is interested in becoming involved, especially with any future plans regarding education.
The other committee members then introduced themselves.
4. Minutes of the Last Meeting: These had been circulated, and were agreed by all.
5. Matters Arising: none
6. Practice Report: Covid – There is still a lot of Covid circulating. CW has just returned after contracting it and having to take 2 weeks off work. A 2nd doctor is now having to stay at home. Staff are still testing twice a week and patients are still being asked to wear masks. There are some extremely vulnerable members of staff – and patients too, who need as much protection as is possible. If a member of staff catches Covid they have to stay away from the surgery for 2 weeks even if they are asymptomatic.

The waiting room is now more open and is becoming fuller, although at present the chairs are organised to provide distance between. Anyone who wants to can still wait in their car. Access to reception is still mostly at the window but the door is open and available for those who wish to go inside. Nurses are mostly using the back door for patients.

Sarah has now left The Practice to take up her new post. Kathryn is taking on a lot of the areas Sarah covered.
7. E-Consult - CW began by saying that the subscription for E-Consult had expired at the end of May. The plan had been to use a system called Footfall but it isn't ready for use yet so in the meantime a much easier to use system produced by AccuRx is available on the Practice website. There is another update due shortly for the website so this may change.
8. Extended Opening Hours: Primary Care Networks (PCNs) will be offering some additional appointments (between 6:30pm and 8:00pm weekdays and between 9:00am

and 5:00pm on Saturdays) from October 1st. This does not mean that all practices will be open until 8:00pm and on Saturdays. Within the PCN there will be appointments during these times but the model of where they will be held and how many on which days is still to be agreed. It will be challenging to provide staffing to cover all these times. Locums are difficult to source to cover 6.30 to 8pm. Even offering a 4 hour shift is not helping much. There are many complaints from patients not wanting to access other surgeries in the group of 5. It is hoped that there may be more funding opportunities with the surgeries working together. There is a survey on the website and on facebook – please all fill it in! PCNs need to know what patients want, and the proportion who are willing to travel. There is a potential for 55,000 replies, but the survey will fall far below this number. The results will also not be split into individual surgeries, so it will not be known where they came from. It may be that Saturday appointments will be ‘Cheltenham-wide’.

9. Listening Place:

To date there has only been one session and feedback has been circulated. General comments include elderly patients having problems with standing outside in all weathers (not all have access to cars). In answer to this, doors will now be open. Next Friday will be the next Listening Place, manned by JC and AA. Both have said they may have problems – Lynne may be able to help. They will liaise between themselves on this.

10. Newsletter:

IW is missing all the articles for the newsletter which Maggie provided. The next issue is due to be completed within the next 7 to 8 weeks. Some discussion followed where it was suggested that LP may be interviewed to provide a view of how “the team” works (IW to liaise with LP). This is in answer to one question – What do the people behind the blinds do?

Is anyone able to provide a ‘patient’s view’ for a particular illness? Any material which people can come up with will be appreciated. It is hoped that the Listening Place can provide some Q/A.

11. A.O.B.:

PD asked if the afternoon teas could be resumed soon. CW said this had been discussed and the surgery would be pleased to host it. PD said we would be starting all over since our previous guests were somewhat depleted. It was agreed that the surgery would refer new candidates with a view to restarting in September. There are many different tasks so PD will send an e-mail out to see what people want to offer i.e. giving lifts, visiting candidates, baking, help on the day etc.

PD asked about ‘Diabetes Trials’. CW said there is a nationwide trial using ultra-low calorie diet (shakes/soups), closely monitored on people who fulfil necessary criteria. So far, a 70% success rate is being claimed. Kathryn will be asked if she can find someone to give a patient’s view for the newsletter.

MB said there are people being referred to a poetry session in the library. The Surgery’s Social Prescriber, Cathy went, and enjoyed it. She will be recommending it as appropriate.

PD asked about Healthy Living/Wellbeing. We are currently waiting for feedback from SN following his attendance at a national initiative.

12. Date of Next Meeting:

7th September Zoom at 6.30pm. (SN to Chair). Members hope to meet face to face before then.