

## **MINCHINHAMPTON SURGERY PATIENT PARTICIPATION GROUP (PPG)**

### **MINUTES FOR COMMITTEE MEETING: WEDNESDAY 6<sup>th</sup> February, 2019: 7.00 P.M. IN THE DAY CENTRE, HORSFALL HOUSE, WINDMILL ROAD, MINCHINHAMPTON.**

**2019 A1: Welcome, Attendance & Apologies:** John Harrop (Chair) welcomed everyone, including a guest - Kay Bunyan, Volunteer Officer, Healthwatch Gloucestershire.

**Present:** John Harrop (Chair), Anne Marie Marlow (President), Wendy Gordon (Practice Manager), Brian Whitaker (Treasurer), Ian McPherson (Secretary), Graham Spencer (Vice-Chair), Dr. Pippa Xerri (Partner, Surgery), Jennifer Crook, Claire Feehily, John Cleever (Pharmacy Liaison), Gerald Ford (Transport Officer & PPG driver), Rosemary Boon (Transport Officer & PPG driver), Dot Cuthbert (Transport organiser & PPG driver), Alison Gray (PPG driver & Driver Compliance), Gervase Hamilton. Kay Bunyan (Guest: Healthwatch Gloucestershire). (Fifteen Committee members present: quorate).

**Apologies:** Emily Lewis (Archway School Sixth Form), David Nurden (PPG driver).

**Guest:** Kay Bunyan introduced herself to the Committee and outlined the work of Healthwatch Gloucestershire. The work of Healthwatch, on behalf of patients and the NHS, has been evolving. Volunteers continue to make important contributions. It is envisaged that other volunteers, including a designated person, will maintain contact with Minchinhampton PPG, attending Committee meetings when practicable. Kay distributed Healthwatch publicity materials and invited PPG members to make use of the Healthwatch online site. The ensuing discussion clarified changing aspects of Healthwatch policy and practice, as well as confirming the need for Healthwatch's contributions to better communication and patient support. Healthwatch aims to develop its independent role in co-ordinating feedback to the NHS, ensuring patient anonymity when requested, and sharing feedback across patient populations. The meeting discussed how PPG drivers could encourage passengers to provide feedback to the Surgery and to Healthwatch. The secretary would prepare and consult on a draft message on these lines for drivers. John, on behalf of the Committee, thanked Kay for her contribution to the meeting.

**2019 A2: Minutes of previous Committee meeting, 9<sup>th</sup> October 2018:** approved without change.

#### **Matters Arising (2019 A3:1-3):**

**2019 A3.1** (A2:1.1[ii] in October 2018 minutes): Revising the PPG page on the Surgery website – additional photos for gallery section: Kerry Thompson now had the text for the new PPG section ready for checking online. John Harrop had made progress with gathering photos of some PPG members, for inclusion in the new PPG section. Volunteers were being asked to sign the consent form (for online publication) needed by the Surgery. This form, prepared by the secretary, had been approved by the Surgery. PPG members could send their signed copy to the secretary, who would keep the Surgery informed.

**2019 A3.2** (A2:1.2 in October 2018 minutes): **National Association for Patient Participation (NAPP).** 15th June 2019: N.A.P.P. Annual Conference in Cheltenham (Chase Hotel, on the south side of Cheltenham). The theme is to be 'Celebrating General Practice', with a detailed programme to follow. It was agreed that the Committee would seek to support attendance by some members, once

further information was available. The secretary agreed to resume circulating to Committee members electronic copies of the NAPP ebulletin, members having expressed a preference for this.

**NAPP ebulletins** are also available online. Memo: The easiest way to access these is by pasting into one's browser <https://www.napp.org.uk/latestbulletins.html> Any Minchinhampton member can access the full range of NAPP's online resources, news and information, by using the following. Our NAPP username is: [minchppg@gmail.com](mailto:minchppg@gmail.com) Our password is: [greenfinch49](#) NAPP monthly ebulletins are filed by NAPP under Resources on the home page.

**2019 A3.3** (A2:1.3 in October 2018 minutes): **Flu prevention planning Autumn 2018 – to review coffee mornings in Library.** The number of patients attending the coffee mornings could have been higher. However, this was the first time (2018) for the new arrangements, using the Library. If the same arrangements were agreed for 2019, more patients might attend for refreshments and social aspects. Some new, much needed, PPG drivers had been recruited in this way. Donations received for the PPG came to £96.77 after deduction of core expenses. The meeting thanked all the PPG volunteers for their contributions and hard work, and the Library Committee for their generous support. The secretary would write to the Library Committee to convey this.

**2019 A4: News from the Practice** (Wendy Gordon and Dr. Pippa Xerri).

[a] Flu prevention: over two and a half thousand patients (35% of the Practice population) had already been immunised against flu. Patients who had been invited to be, but who had not yet been, immunised, could still contact the surgery for an appointment with a Practice nurse. It was also particularly pleasing that 75% of two-to-three year olds had now been vaccinated.

[b] At the end of March 2019 Wendy Gordon would be taking early retirement in order to spend more time with her family. Wendy started working at the Surgery 25 years ago and had been Practice Manager for the past 13 years. Her professionalism and commitment to the Surgery have been shown by the two 'Outstanding' Care Quality Commission (CQC) awards during her management. The Partners have recruited a new Practice Manager, Janet Biard. Janet will be working closely with Wendy from mid-March to ensure a smooth transition. The Committee wished Wendy a very happy retirement and thanked her for her support for the PPG.

[c] Dr. David Pouncey would also be retiring in 2019 after many years of service. The Committee was pleased that Dr. Pouncey had agreed to speak to the PPG's AGM (Tuesday 14<sup>th</sup> May) on *Minchinhampton Surgery: Past, Present and Future*.

[d] The Committee was delighted that Dr. Xerri is expecting a baby and will be taking maternity leave from mid-March. Patients may already have met Dr. John Beard who will be taking over Dr. Xerri's work during this time. Dr. Tristan Cooper would be standing-in for Dr. Xerri at PPG Committee meetings.

[e] Medical student Jessica Coenen had been with the Surgery for four weeks up to 19th February. In March student nurse Rebecca Lowe would join the team for three months.

[f] In February the Surgery welcomed a second Registrar, Dr. Eva Pijpers (pronounced Pipers). Dr. Pijpers is currently in her second year of GP training and will be working at the Surgery for six months, supervised by Dr. Tristan Cooper. Registrar Dr. Emily Scott will continue working at the Surgery until later in the summer.

[g] ‘Brexit’: with uncertainty continuing to surround the UK’s envisaged exit from the European Union, the Surgery has been informed by the British Medical Association that Government plans are in place to ensure continuity of patient care and uninterrupted supply of medicines. The Surgery will monitor the situation closely and has requested that patients continue to re-order prescriptions as normal. It was agreed that any stock-piling by patients would worsen the situation.

[h] The new equipment, recently bought through PPG funding, was working well and much appreciated. It was hoped that the Committee could have a demonstration of the main item purchased – the ankle and toe blood-pressure measuring equipment - at the next PPG meeting.

**2019 A5: Feedback on patients’ compliments, comments and concerns.** Wendy presented her usual helpful printed table summarising (anonymously) patients’ compliments, comments and concerns since the last Committee meeting. Wendy and Dr. Xerri commented on these as appropriate. The meeting was interested to learn more about how the Surgery responded to patients’ concerns and complaints, as well as further lessons to be learnt. Claire Feehily referred to recent improvements to cancer services made by the Gloucester-Cheltenham Trust, in response to patient dissatisfaction. It was important that carers as well as patients could share their experiences with confidence, with regard to such matters as speed of response and treatment, environment and quality of care. Claire volunteered to pass on a new expert contact. Ian had volunteered to draft a new card or leaflet that PPG drivers could use to support patients with concerns in such areas, as referred to at the end of the paragraph on the guest speaker at the start of these minutes. This draft would be circulated for revision.

**2019 A6: Pharmacy concerns and news** (John Cleever).

[a] John Cleever had discussed issues with the local pharmacy. Boots was still experiencing staff shortages. Consequently staff were having to work extra long hours. The workload had increased about 10% since Lloyds had closed one branch in Nailsworth. There were opportunities for people to train as assistants or dispensers. Boots hoped to improve customer experience as soon as possible, and asked for understanding. This is the only pharmacy in the area that prepares Medishare boxes (Dossett boxes) with daily allocations of medication for older patients, currently 156 boxes, taking much time to prepare responsibly.

[b] The meeting discussed local and wider concerns about *Pharmacy2U Ltd.*, an online dispensing service. It was widely considered that the advertising letter sent out more than once to all homes was misleading in some respects, as if it might have come from the NHS or with support from the Surgery. The Surgery had not endorsed the company or given them patients’ details. It is a private company and not part of the NHS, although working with it. The Care Quality Commission (CQC) had published a report criticising various features of the company’s activities, although a later CQC report indicated that the company had shortly afterwards complied with CQC standards. (All CQC reports are available online). The company had also been reported to the Advertising Standards Authority for allegedly misleading marketing claims. Patients with multiple or complex prescriptions and needs might be disadvantaged. All deliveries were made by Royal Mail, which would not suit everyone and could cause critical delay. However, some felt that the company might be useful to some people, especially those with extra busy working lives and with less complex needs. The Surgery would not take up a position on the company. The PPG Committee noted the issues, but did not take a position. Patients with ongoing concerns should continue to keep the PPG informed.

**2019 A7: Patients’ Transport Service** (Rosemary Boon, Gerald Ford and Dot Cuthbert).

[a] Gerald Ford reported that 170 trips had been made by PPG volunteer drivers in December and

January. The meeting was delighted to see Rosemary Boon and wished her all the best for her continuing recovery. Dot and Gerald had taken on Rosemary's organising role in addition to their own, now for two weeks each. There were now 30 drivers, a welcome increase.

[b] The Surgery was thanked for a Christmas donation (£50) in appreciation of the drivers' services. Gerald proposed the sum be put towards the costs of an evening reception for all drivers and partners at Horsfall House. This had been costed at £350 for 50 people, for example. This reception would additionally help the organisers to get to know new drivers, and new drivers to learn more about the PPG. Having a speaker was suggested and would be considered. The treasurer approved this expenditure in principle. The Committee unanimously approved this project. Gerald would take it forward.

[c] Gerald proposed that it would be helpful to drivers, especially when visiting hospitals, if they could have the option (at their own discretion) of wearing a high visibility yellow jacket with the message *Minchinhampton Surgery PPG Patient Transport* <http://www.minchsurgery.nhs.uk> Gerald and Dot showed the meeting a sample jacket. While a useful size, to go over other clothes, seemed to be 3XL, it was agreed to order various sizes. 30 such jackets would cost £99. The Committee approve this unanimously and thanked Gerald for this excellent new idea. Jackets would, for example, assist drivers in making recognised use of scarce or reserved parking bays, such as those reserved for 'Hospital Transport'.

**2019 A8: Treasurer's Report** (Brian Whitaker). Brian tabled a report on recent expenditure. Four new driver checks amounted to £48. The Charity and Community insurance policy annual premium, for the driving scheme, was £252. The current cost of the phone bill, for the driving scheme, was estimated at about £400. Proposed expenditure, as set out in the present meeting, was affordable.

**2019 A9: The new NHS Long Term Plan, January 2019** – See D3 (John Harrop). John introduced and commented on the paper (D3: 'Snapshot View') circulated for the meeting. The Surgery had already started some of the new work and approaches set out in this Plan. This included developing cooperation with other surgeries in the Stroud Rural Cluster, as well as neighbouring areas and networks. Where new money was being made available, some was intended to go to clusters and networks, to encourage sharing of resources between practices. This would also lead to changes in the role of Clinical Commissioning Groups (CCGs). The new Integrated Care Systems (ICSs) were aimed at developing a more integrated approach both locally and nationally. In view of current pressures and shortages, in Gloucestershire as in other areas, it would be important to try to track and monitor the flow of money, both extant and new. Proposals for development of 'Digital Care' would also need to be monitored carefully. There had been a patchy record of success for previous digital projects. 'Digital Care' was far from being the panacea that some seemed to think. Linked with continuing issues about the need for realistic funding, there were ongoing issues about recruitment and retention of staff. It was to be hoped that contractual changes would be treated wisely. One significant change was the proposed transfer of funding for medical indemnity (insurance) from individuals to the NHS. Gloucestershire Clinical Commissioning Group (CCG) was holding various meetings for PPGs about the Plan. John Harrop and Ian McPherson would continue to represent Minchinhampton PPG at such meetings. Related materials from the CCG would be available online through the Gloucestershire CCG website (section for PPGs).

**2019 A10: Any other business.** None.

The meeting ended at 8.43 pm.

**Dates of following meetings:** Committee: Thursday 11<sup>th</sup> April 2019. **AGM: Tuesday 14<sup>th</sup> May 2019.**  
Committee: Wednesday 10<sup>th</sup> July 2019. Committee: Thursday 10<sup>th</sup> October 2019.

**Documents (D) issued for this meeting, as email attachments:**

- D1. *Agenda* for this PPG Committee meeting: 6<sup>th</sup> February 2019.
- D2. *Minutes* of previous PPG Committee meeting: October 2018.
- D3: The new *NHS Long Term Plan*, January 2019.

Ian McPherson (Secretary)