

MINCHINHAMPTON SURGERY PATIENT PARTICIPATION GROUP (PPG)

COMMITTEE MEETING 10 JULY, 2019, HORSFALL HOUSE, MINCHINHAMPTON.

MINUTES

(Agenda topic) A1: Welcome, Attendance & Apologies: John Harrop (Chair) welcomed the guest speaker, Kelly Young.

Attendance: Rosemary Boon, John Cleever, Jennifer Crook, Dot Cuthbert, Gerald Ford, Alison Gray, Gervase Hamilton, John Harrop, Colin McCleery, Ian McPherson, Graham Spencer. (Quorate).

Apologies: Janet Biard, Tristan Cooper, Emily Lewis, Anne-Marie Marlow, David Nurden, Brian Whitaker.

Guest speaker: John Harrop introduced Kelly Young, invited to speak on organ donation and transplanting, and on her experience as a transplant games multiple medal winner at world level. Kelly spoke of how in 1994, aged eight months, she had received a liver transplant, part of her mother's liver. This was the beginning of many years of regular health checks, anti-rejection medication, careful diet, a balanced life-style, and focusing on keeping fit through sport, especially swimming. Kelly has achieved great success in a very wide range of swimming events, especially as a regular medal winner in the British and World Transplant Games (39 medals in all: gold, silver and bronze). This had involved raising almost £9000 through personal fund-raising, with a little sponsorship. Kelly went on to speak about the great need for organ donation for others. Every day, around three people die in need of a replacement organ, because not enough organs are available for transplant. However, only 1% of people die in circumstances that would allow them to donate. The law is being changed to help save and improve more lives. From spring 2020, all adults in England will be considered to have agreed to be an organ donor when they die unless they have recorded a decision not to donate or are in one of the excluded groups. This is commonly referred to as an 'opt out' system. (It is also sometimes referred to as 'Max and Keira's Law'). If there is no recorded decision for one on the NHS Organ Donor Register, it will be considered that one has agreed to be an organ donor following death. Organ donation remains an act of great generosity. Adults covered by the change in the law will still have a choice about whether they want to be an organ donor and their families will be consulted about donating their organs when they die. Kelly's talk led to a variety of questions and lively discussion. Kelly's degree and following work in textile design have contributed to her website: Kelly Young Textiles. John Harrop, on behalf of the meeting, thanked Kelly warmly for her clear, informative and encouraging talk.

A2: Minutes of previous Committee meeting on 11th April, 2019. Correction to A5: 'Pharmacist' should be corrected to 'Dispenser'. Subject to this amendment the minutes were accepted.

Matters Arising (A3: a - e):

A3a (2a in April 2019 minutes) Revising the Surgery website: progress report on revising the PPG section on the Surgery website. Work had been continuing. The new web-pages would be online soon. Gerald Ford would look for the previous PPG logo and forward this to the secretary.

A3b (2b in April minutes) **National Association for Patient Participation (NAPP). Report on Annual Conference "Celebrating General Practice"**. John Harrop and John Cleever reported on their participation in a very worthwhile day conference at Cheltenham. Short videos of the main presentations were to be available on the NAPP website – see below for how to access this. These

include introductions to important new developments in the NHS, while not forgetting current widespread problems. Video three on Integrated Care Services was especially recommended. Recent research proving the value of continuity of care from the same GP was another highlight. A communication method called 'The Listening Table' might well be helpful when there is more space available in the new surgery. (**NAPP ebulletins** are 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 Our password is: [greenfinch49](#) NAPP monthly ebulletins are filed by NAPP under Resources on the home page).

A3c (2c in April minutes) Flu prevention planning for 2019. No information was yet available on the following: For requesting Library support, when will dates be known? Provisional booking (How many Saturdays? When approximately?). Answers would be needed well before the next PPG Committee in October.

A3d (3 in April minutes) New Surgery: update from Parish Council meeting? Gerald Ford reported what was publicly available about recent negotiations. In spite of slow progress, the situation seemed generally more promising. Positive impressions were also coming from the Surgery and the Clinical Commissioning Group (CCG Gloucestershire) on behalf of the NHS.

A3e Dr. Pouncey's retirement events: report & planning (John Harrop). The reception at Horsfall House had been widely appreciated. About 60 former patients of Dr. Pouncey had attended. Their donations produced a cheque for £2350 which was presented to Dr. Pouncey, with a pair of cycle clips and a speech of appreciation, by John Harrop. In responding with his thanks, Dr. Pouncey spoke with appreciation of his years at the Surgery and of his intention to use the gifts for a new sports bike. The chair explained that, as it had proved necessary to limit the number of patients attending the reception, it was proposed to hold in due course a similar, simpler, event for another 50 plus patients wishing to attend. A photographic souvenir book of the first reception would be presented on this occasion. The Committee approved this proposal.

A4: News from the Practice As no one from the Surgery was available, the following matters would be included in the next agenda: further news on new Surgery project (Further consultation with patients? Energy: alternative sources & sustainability?)? Local developments in NHS restructuring affecting Minchinhampton - Primary Care Networks? (See D3) For further information on this restructuring at national level, as well as NAPP ebulletins, see <https://www.kingsfund.org.uk/blog/2019/05/primary-care-networks-integrated-care-systems> (Post-meeting note: some news from the Practice is available in the Summer Newsletter, available on the Surgery website).

A5: Feedback on patients' compliments, comments and concerns (Surgery). This was postponed to the following meeting.

A6: Patients' Transport Service (Rosemary Boon, Gerald Ford and Dot Cuthbert).

(a) Organisers' report: as usual, there was a lower rate of requests for drives during holiday months. Two new volunteers for driving were awaiting DBS checks. All drivers were thanked for their continuing services.

(b) DBS (Disclosure & Barring Service) checking renewal. Alison Gray reported that renewed checks were usually seen as appropriate every three to five years. The Committee agreed to recheck every five years. This would cost the full amount again, currently £12 per driver with the preferred provider.

(c) Feedback for hospitals etc: report on work done. (See D4). Ian McPherson reported that the small working group had met and agreed the revised draft questionnaire issued to the Committee as D4. It was agreed to add a question seeking patients' consent for their responses being passed to hospitals etc; also to clarify how to return completed forms; also to circulate the draft more widely, including all transport organisers and Katie Parker, Head of Quality, Gloucestershire Hospitals NHS Foundation Trust.

(d) Proposal for drivers: Gerald Ford proposed that the feedback form should be launched at a social event for drivers, to be held at Horsfall House in September. An appropriate speaker could be invited. Clip-boards, to help with filling-in the form, could be purchased for drivers. The Committee agreed to these proposals. Ian would liaise with Gerald about the date in September. Members of the Committee were thanked for their work on this promising development.

A7: Pharmacy compliments, concerns and news John Cleever reported on staff changes at Boots (Minchinhampton) including the dispenser and shop manager. Staff were responding well to ongoing challenges. The company's recent decision to close some branches would not affect Minchinhampton. The problem of 'out of stock' medicines was nationwide and growing. This meant extra time could be needed searching for suitable available alternatives. The company was developing a welcome programme for reducing the use of plastic.

A8 Treasurer's Report (Brian Whitaker). The cheque presented to Dr. Pouncey, from patients' gifts at his retirement, amounted to £2350.00. There were also some late donations. The £300.00 bill for the reception at Horsfall House, for Dr. Pouncey's retirement, had been paid from PPG funds. The bill (not yet received) for the momento gift book of photos, taken at the reception, would be paid through the PPG.

A9: Minchinhampton Surgery Charitable Trust (MSCT): appointment of new PPG representative. The Committee accepted the chair's nomination of Colin McCleery as PPG representative on the MSCT Committee, replacing Claire Feehily. It was noted that Sally Lamb is the representative of MSCT on the PPG Committee. Colin suggested a donation of £500.00 be made by the PPG to the MSCT. The Committee asked for more information on this. Colin would take the matter back to the next MSCT Committee meeting.

A10: Minchinhampton Country Fayre (14 September 2019): Proposed stall sharing with MSCT. The Committee agreed to proceed further with this, subject to appropriate arrangements being made. (See D5 & D6 - issued for this meeting). MSCT now had volunteers for their contribution to the joint stall. Four (perhaps five) PPG volunteers offered to do one hour each at the stall. Ian McPherson would liaise with them and with MSCT to prepare. The stall would be 'open' for four hours, and it would be helpful if each hour could be covered by two PPG volunteers, needing a total of eight. Suitable PPG materials would be provided for display and distribution. Volunteers may like to wear the PPG yellow jackets, if available. It was hoped to gather, through the stall-related activity, valuable feedback for both the PPG and the Surgery.

A11: Any other business. None. The meeting ended at 8.50 p.m.

Dates of following meetings - Committee: Thursday 10th October 2019. Committee: Tuesday 11 February 2020. Committee: Wednesday 8 April 2020. **PPG AGM 2020:** Thursday 7 May, 2020. Committee: Tuesday 14 July 2020. Committee: Wednesday 7 October 2020.

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

- D1. *Agenda* for this PPG Committee meeting.
- D2. *Minutes* of previous PPG Committee meeting: 11th April 2019.
- D3. PPG network Q&As on PCNs.
- D4. Draft Form Feedback for Hospitals etc – latest revision.
- D5. Minchinhampton Country Fayre 2019 FAQs.
- D6: PPG Fayre 2019 volunteers – RSVP.