

MINCHINHAMPTON SURGERY PATIENT PARTICIPATION GROUP

AGM Tuesday 14th May 2019

MINUTES

A1. Attendance: John Harrop (chair), Anne-Marie Marlow (president), Bryan Whitaker (treasurer), Graham Spencer (vice-chair) Ian McPherson (secretary), Gerald Ford (transport officer), Rosemary Boon (transport officer), Dot Cuthbert (transport organiser), Janet Biard (practice manager), Dr. Tristan Cooper (surgery partner), Alison Gray (transport organiser), David Nurden, Gervase Hamilton, Jennifer Crook, J. Lister, N. Lister, S. Lister, Judith Levis, John Levis, Ina Turner, Colin McCleery, Joyce Henman, Shirley Bennett, Benny Bennett, Patricia Chapman, Jean Hodgson, R. MacKinnon, John Hazelwood, Tim Hand, Jean Hand, Paul Boon, Ben Codling, Mary Codling, Pam Page, William Page, Sue Simmonds, Tony Simmonds, Sally Norman, Derek Norman, Nigel Stapleton, Rowena Stapleton, Elaine Harry, Ted Harry, P. Schwartz, Brian Bertram, Kate Bertram, Joscelyn Reeve, Hilary Kemmett, Hilary Sparkhall, Peter Sparkhall, Tony C....(?) (51).

Apologies: Claire Feehily, John Cleever, Emily Lewis.

A2. Guest speaker - Dr. David Pouncey: *Minchinhampton Surgery - Past, Present and Future.*

Dr. Pouncey began with the founding of the NHS in 1948, when surgeries were generally located in GPs' own homes. Dr. Brown's surgery was based in his home at The Chase, Well Hill. Importantly, surgeries, like churches, consist primarily of people, rather than buildings. Dr. Pouncey reminded the AGM of other GPs working during this period, including Drs. Crawford, Knight-Webb, Somervell, Pearson, Smith, Thomas, and Booth. Some of these GPs also worked in Stroud hospital and in the maternity hospital, especially Dr. Somervell. Minchinhampton surgery was well known for not asking patients to leave the list.

Minchinhampton's first purpose-built surgery was the original version of the present one, opened in Bell Lane in 1971. At that time it was large enough relative to population, recognised needs, procedures and aims. The building has since been expanded, along with frequent repairs, including the problematic flat-roofing. Important developments included the increasing involvement of lady doctors in general practice and elsewhere in the NHS. Dr. Anne-Marie Marlow had been instrumental in setting up the George Pearce day centre. Other staff, especially nurses, made increasingly acknowledged contributions. Tribute was paid to Carol Stonham (Nurse Practitioner, Queen's Nurse and - since leaving the Surgery - Gloucestershire CCG), awarded the MBE in 2016 for services to nursing and healthcare, including respiratory care.

Other significant developments included computer assistance, more and better health screening, reduction in deaths from heart attacks and strokes, the two week system for cancer referrals, and the likely future introduction of physician associates, working under doctors' supervision. Some notable patients were recalled, including Miss Elizabeth Kirby, former matron of Stroud Hospital, who had donated so generously to the PPG in her will; and Eric Vosper whose generous bequest had been so important for Minchinhampton Surgery Charitable Trust.

Regarding the future, Dr. Pouncey explained how the Practice is in very good heart. There are about 7600 patients, with seven above 100 years, 112 between 90 and 99, and 550 between 80 and 89. The Practice continues to be fully staffed with doctors and others. There are many reasons for this exceptional state of affairs. The ethos of the Surgery is such that doctors, nurses and others are keen to apply and to continue or return. From Dr. Booth onwards, the Practice has been actively committed to providing training and professional development for students, beginners and staff. Additionally, it is pleasing that the Surgery is able to recruit local people as cleaners, rather than using any contract cleaning company.

As for the proposed new building, there are fresh reasons for confidence that this is going ahead, with funding allocated by the relevant bodies, so that an announcement could be made later this year. The Practice has been working towards this since 2008. With implementation of the new Primary Care Networks, connecting local Practices, funding would be allocated accordingly. Minchinhampton will be grouped with some other neighbouring surgeries – Beeches Green, Frithwood (Bussage & Chalford), Rowcroft and Painswick. The present Minchinhampton Surgery building is half the size it should be, according to current standards. The new site is expected to be within the field donated to Minchinhampton by John Vosper, near the cattle-grid on the eastern boundary. The District Valuer has accepted the case that the new building must be a recognised landmark building, appropriate for this boundary site as well as for Minchinhampton. Accordingly, this project will be the second highest cost new-build surgery in Gloucestershire. There will be plenty of parking, including of course for the disabled. There will be good access for pedestrians as well as traffic. Room will be provided for future expansion, including extra staff and services. It will be a welcoming and pleasant place, both to work and visit.

On behalf of the meeting, John Harrop thanked Dr. Pouncey warmly for his lively, enlightening and encouraging presentation, wishing him well for his approaching retirement.

A3. Dr. Tristan Cooper: *Introduction to diagnostic equipment donated to Surgery by PPG.*

Dr. Cooper brought with him the portable Doppler blood-pressure monitoring equipment for both arms and legs, recently purchased for the Surgery by the PPG. He thanked the PPG for funding this equipment, unavailable in most other Gloucestershire surgeries. Having this available in the Surgery would save patients having to go to Gloucester or Cheltenham hospitals to benefit from it. Patients with problematic leg ulcers, and patients needing to wear compression stockings (grade two and above) are among those who can benefit from vascular assessment with this equipment. It will be an important aid in working out the best treatment for such patients. The doctor or nurse can arrange for a patient to have a Doppler assessment if, in discussion with them, it is agreed this would be beneficial. All Practice nurses have been trained to use the equipment to a high standard. Individual appointments are for 40 minutes. Some patients may benefit from annual monitoring. It may be possible to share this equipment with some neighbouring surgeries and with the leg ulcer clinic at Stroud hospital. John Harrop, on behalf of everyone present, thanked Dr. Cooper for his helpful introduction to this equipment and its benefits.

A4. Minutes of previous AGM, 9 May, 2018, approved without amendment.

A5. Matters arising: none.

A6. Annual election: Officers & Committee members for 2019-2020.

John Harrop (Chair) Re-elected.

Graham Spencer (Vice-Chair) Re-elected.

Ian McPherson (Secretary) Re-elected.

Brian Whitaker (Treasurer) Re-elected.

Rosemary Boon (Job-sharing Transport Officer) Re-elected.

Gerald Ford (Job-sharing Transport Officer) Re-elected.

Further Committee members

Dot Cuthbert (Transport Organiser and driver) Re-elected.

Janet Biard (Practice Manager: Surgery nomination) Elected.

Dr. Tristan Cooper (GP Partner: Surgery nomination) Elected.

John Cleever (Liaison with Pharmacy & Healthwatch) Re-elected.

Claire Feehily - Resigned.

Alison Gray (Driver & driver compliance) Re-elected.

Emily Lewis (Archway sixth-form) Re-elected.

David Nurden (Driver) Re-elected.

Jennifer Crook - Re-elected.

Gervase Hamilton - Re-elected.

Colin McCleery – Elected.

TOTAL now on Committee 15 (Two job-sharing officers count as $\frac{1}{2} + \frac{1}{2} = 1$).

Vacancies now on Committee: two.

A7. Transport Officers' report: Gerald Ford presented a summary for the year. The number of drivers had recently increased to 29. This is very welcome, though more are always needed. The transport organisers each do two weeks at a time. Gerald thanked everyone for all their work in maintaining the transport scheme. The reception for drivers, held at Horsfall House, had gone well and was generally appreciated. It was suggested that in future some representation of patients who were driven might be included in such events. The introduction of yellow jackets, identifying Minchinhampton PPG drivers, to be worn when drivers would find this helpful, especially for parking at hospitals, had been generally welcomed. Further feedback on this from drivers would be appreciated. A small working group had been set up to consider and advise on suggestions for drivers to assist with more feedback from patients. John Harrop thanked Gerald for his report and thanked all those involved for their contributions to the continuing success of this important activity.

A8. John Harrop, Chair, presented his report on various activities undertaken by the PPG since the last AGM in May 2018:

Major revision of the PPG section on the Surgery website

A PPG working subgroup had met several times – our new PPG pages await addition to the Surgery website. These will include a section devoted to photos and brief CV's of several members. He invited all PPG members and any interested patient to let Ian McPherson know if they wished to be included.

Another section provides information about the Volunteer Patient Transport Scheme.

Other pages include recent PPG minutes, the PPG constitution and useful links.

The PPG expects all this to go live on the Surgery website soon.

He thanked Kerry Thompson, Assistant Practice Manager, for her help.

NAPP

Membership of NAPP continued in the last year and we continue to receive the useful monthly bulletin summarising NHS news about primary care that is relevant to patients and of interest to PPGs. Access to their excellent website is open to all and if anyone would like details then see Ian or me.

Their 2019 Annual Conference is to be held in Cheltenham next month and we have two attendees this year – John Cleever and the Chair. As well as excellent talks & workshops these meetings are a superb opportunity to network with other PPGs throughout the country.

The Chair reminded the meeting of the excellent piece about NAPP in the Surgery Spring Newsletter.

Flu jab clinics

The PPG helped with refreshments etc in Minchinhampton Library on three Saturday morning sessions in Autumn last year. Feedback indicated that these were well appreciated –it was a good opportunity for PPG members to talk to patients and answer questions.

Warm and Well, and Telecare were also present at the sessions – with information and leaflets for those interested.

We also recruited a few more volunteer drivers at these events. The intention is to repeat this social event at the Library again this coming Autumn on the flu clinic Saturdays.

We are very grateful to the Library Trustees for allowing these sessions to take place and for their help and support. An expected bonus was some enrolments of new Library members.

New equipment for the Surgery

The Chair said that the PPG is delighted in the past year to have funded the acquisition of two items of patient equipment now in full use at the Surgery:

1. ABPI measuring device – possible purchase was mentioned at the last AGM. We thank Dr. Cooper for his presentation of this device earlier.

2. A 2nd ear-syringe machine.

These items have been made possible following the receipt of a substantial legacy, about which more in the Treasurer's report.

CQC Inspection

As was reported at the last AGM, the CQC at that time had just paid us a further inspection visit – the second in just 2.5 years; the previous visit resulted in an “Outstanding” classification, an outcome achieved by very few surgeries nationally.

At the time of the last AGM we did not know the result of the latest visit – so everyone was delighted to learn that the Surgery had been rated as “outstanding” once again. Awarding of the top category in two successive visits must be most exceptional.

The PPG was pleased to play a part in these visits as inspectors always expect to meet with PPG representatives – which they did for about an hour.

More evidence of the quality service we all get as patients is provided by:

GP Patient Survey 2018 (done by Ipsos-MORI, independently of the Surgery).

As in previous years, Gloucestershire mostly scored better than the average for other areas in England for the many patient-relevant factors assessed, and Minchinhampton Surgery mostly scored better than other surgeries in Gloucestershire for these factors. Minchinhampton Surgery was seen, by over 100 randomly selected patients who responded, as doing well or very well.

Speakers at meetings -

Over the last year we were grateful for short talks at two PPG meetings -

1. Dr. David Pouncey spoke about progress on the project for a new surgery building. The proposal to use the Vosper Field site was still plan A and the most likely to be implemented. A main consideration was still that the Vosper Field was affordable because it was deemed unsuitable for housing. The Surgery’s presentation to Gloucestershire CCG in May 2018 had been well received. In response, the CCG had set aside a sum of money for the project.

The Gloucestershire District Valuer is now more positive about the exceptional circumstances (a relatively small surgery, by current standards, in an ancient town) needing to be recognised for Minchinhampton. The CCG appeared willing to fund such additional costs. Minchinhampton Parish Council was being supportive. The Practice had accepted that there would be no onsite pharmacy, given the general local view that the town-centre pharmacy should be supported. The terms of the proposed lease from the Parish Council were still to be negotiated.

It would be well into 2019 before approval to proceed could be given. The construction process was likely to take between 18 months and two years.

2. Kay Bunyan outlined the work of Healthwatch Gloucestershire. Healthwatch aims to develop its independent role in coordinating feedback to the NHS, ensuring patient anonymity when requested, and sharing feedback across patient populations.

3. The Chair mentioned an evening reception here at Horsfall House we held for our Volunteer Drivers a couple of months ago. This was largely organised by Gerald Ford and was a successful, appreciated and well-attended event.

We had a guest speaker from the Oncology Service at Gloucestershire Hospitals – Sian Middleton, Macmillan Lead Nurse Cancer Service, Gloucestershire Hospitals, who is involved with patient engagement. She discussed with us all the possibility of collating patient feedback volunteered by patients to drivers. Feedback about the hospital department just visited eg Cancer Services, or any other department or indeed health-care venue to which the patient had been driven (dentist, optician, our own Surgery etc).

Sian was enthusiastic about this as apparently getting timely feedback in Oncology is a problem. The idea of this was first mentioned to the PPG by one of our members Claire Feehily (non-Exec Member of the Glouc. Hospitals Foundation Trust).

It was felt that although this idea was worth exploring, the methodology needed to be refined and clarified. The PPG had set up a small working group to consider further this proposal and its implications.

Finally – regarding Staff –

We sadly said farewell to Wendy Gordon, Practice Manager for 14 years who retired recently. We were pleased to be able to present her with a retirement gift at an event at the surgery and thank her for all her work and support of the PPG during her years in office.

We were pleased to welcome on your behalf Janet Biard who has taken over as Practice Manager – Janet was previously a PM at a large surgery in Yate. Janet lives locally.

We offered our congratulations and best wishes to Dr. Pippa Xerri on the birth of a baby boy recently. We understand she hopes to return to work early next year.

Most of you will know that Dr David Pouncey will be retiring early next month – the PPG is holding a retirement event for David on Friday June 7th in the Dr Booth Day Centre.

The Chair thanked Ian McPherson, PPG Secretary, for his efficient support to the PPG and the Chair throughout the year. He said that his job had been made so much easier as a result.

Also, thanks to Brian Whitaker as our Treasurer for his financial expertise, and to our very experienced organisers of the popular Volunteer Transport Service.

A9. Treasurer's report for 2018-2019: Brian Whitaker tabled copies of his report, dealing with the following matters. He had received the completed paperwork regarding the 13 month investment bond with the Cambridge & Counties Bank and the bond is now active (estimated income for the period of the bond is £997). He has also paid the invoices from the Surgery for the water cooler running costs, and for the purchase of a Propulse Irrigator (ear syringe machine), and an Ankle & Toe Pressure Kit totalling £2024.83 which had been agreed by the PPG at a previous meeting. Brian commented on the successful reinvestment and earned income during the year. The reinvestment would need to be reviewed as the bond reached its term. Brian took comments and questions from the meeting. A typo was identified and would be corrected. The auditor was willing to continue. Adoption of the signed

accounts was proposed by Gervase Hamilton, seconded by Colin McCleery and agreed unanimously. John Harrop thanked Brian for his important work and good advice.

A10. Any other business. In relation to the driving scheme, it was asked how long DBP (Disclosure & Barring Service) checks (as needed for PPG drivers) remained valid. Alison Gray agreed to look into this and report back.

A11. Dates of following meetings:

(a) PPG AGM 2020: Thursday 7 May, 2020.

(b) PPG Committee meetings: Wednesday 10th July 2019. Thursday 10th October 2019. Tuesday 11 February 2020. Wednesday 8 April 2020. Tuesday 14 July 2020. Wednesday 7 October 2020.