

MINCHINHAMPTON SURGERY PATIENT PARTICIPATION GROUP (PPG)

COMMITTEE MEETING: THURSDAY 10 OCTOBER, 2019, in the DR. BOOTH DAY CENTRE, HORSFALL HOUSE, WINDMILL ROAD, MINCHINHAMPTON.

MINUTES

(Agenda topic) A1: Welcome, Attendance & Apologies

Attendance: Janet Biard, Rosemary Boon, John Cleever, Dr. Tristan Cooper, Jennifer Crook, Dot Cuthbert, Gerald Ford, Gervase Hamilton, John Harrop, Eve Jackman, Anne-Marie Marlow, Colin McCleery, Ian McPherson, David Nurden, Doreen Raha, Brian Whitaker. (Quorate).

Apologies: Alison Gray, Emily Lewis, Graham Spencer.

Welcome: John Harrop (Chair) welcomed PPG members Eve Jackman and Doreen Raha.

Resignation: Emily Lewis had written a letter of resignation. This was accepted. Emily was thanked for her involvement and sent best wishes for her new studies as a student midwife.

A2: Minutes of previous Committee meeting on 10 July, 2019. Approved without amendment.

Matters Arising (A3: a - f):

A3a (A3a in July 2019 minutes): Report on revising the PPG section on the Surgery website. John Harrop reported that the new PPG section was up and running. One novel feature was the rolling gallery of PPG members' photos and brief autobiographies. Any PPG member is welcome to volunteer for inclusion in this. John thanked all who had helped in developing the much improved section, as well as the Surgery for continuing to host and maintain this on their website.

A3b (A3b in July minutes) **National Association for Patient Participation (NAPP).** Committee members were reminded of the following. See A4 below on NHS restructuring: Primary Care Networks (PCNs). (**NAPP e-bulletins** 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 e-bulletins are filed by NAPP under *Resources* on the home page). Any PPG member may bring any concern from NAPP to the attention of the Committee for further consideration.

A3c (2c in April minutes) **Flu prevention 2019.** Refreshments at library on Saturdays 28 September (not drop-in); 5 October (not drop-in); 19 October (drop-in). This year's arrangements, so far, were reviewed. Appointments, as contrasted with drop-in clinics, were reported to be popular. New thinner needles were less painful. No delays or shortages in supply of vaccines had been a problem for delivery to patients at the Surgery. Any effect of this year's arrangements on numbers for coffee at the library was so far unclear. Extra information and advice, from specialist visitors to the library, had been appreciated by recipients, although the number of beneficiaries was probably less than visitors had expected. Reimbursement of costs for refreshments had been offered to PPG volunteers. John Harrop, on behalf of the Committee, thanked Minchinhampton Community Library for the helpful way space and facilities had been made available.

A3d (A3e in July minutes) **Dr. Pouncey's retirement events:** report (John Harrop). John reported on these, especially the second event. Both had been very well attended and well facilitated by Horsfall House. Dr. Pouncey expressed his appreciation for patients' generosity and well-wishes. At

the second event, John had presented to Dr Pouncey the book of photos of the first event. Alan Vaughan, and Susan and Tony Simmonds, as well as the PPG, were thanked for their contributions towards making the record of the event possible.

A4 News from the Practice (Janet Biard and Dr. Tristan Cooper): Dr. Cooper reported on recent developments concerning the proposed new surgery building. The Committee was delighted to learn that funding for this proposal had just been approved in principle, in response to the presentation of the Partners' business case. The next stage towards approval would be on 31st October, attended by Dr. Cooper. Pending approval at that meeting, building work could start, with a view to completion in two years, ie in 2021. While the site, in Vosper's Field, on the Cirencester Road, was understood to be just outside the official Minchinhampton Development Area as designated by the Neighbourhood Development Plan, it was not envisaged that this would, in principle, constitute a problem. John Harrop reminded the Committee that there would be opportunities for PPG members to take further part in consultations about aspects of the planning where their needs and views should be taken into account.

Dr Cooper and Janet Biard updated the Committee on developments concerning the local Primary Care Network (PCN). Our local network is called the Stroud Cotswold Network (SCN). (The other PCN covering Stroud is to be called the Severn Health Network). Surgeries in SCN are Minchinhampton, Bussage (Frithwood), Nailsworth, Painswick and Beeches Green (Stroud). Its responsibilities would include management of Extended Hours funding and Improved Access funding. It would also manage funding for employing, for five years, a Practice related pharmacist (70%) or social prescriber (100%), plus a Health Care Assistant (HCA, for home visits for frail patients) and Community Matron to coordinate such work. It was intended that all surgeries in the network, along with PPG representation, would meet by the end of January 2020. All member Practices would share the chairing of SCN, with three monthly rotation. Dr. Tim Crouch (formerly at Frithwood Surgery, Bussage) had been suggested as representative for the group of PPGs. The pharmacist's role would not be dispensing in competition with commercial pharmacists, such as Boots, but checking, especially for patients on many medicines, how prescriptions are used, regarding compatibility, effectiveness, etc. PCNs are also expected to be funded to employ paramedics and physiotherapists, to work across the PCN, with funding for specific posts channelled through individual Practices. Gloucestershire Clinical Commissioning Group (CCG) had a continuing role and appeared eager to ensure that more general UK planning should be adapted, as far as possible, to more local circumstances and needs.

A5 Feedback on patients' compliments, comments and concerns (Surgery). Janet Biard tabled a summary of patients' feedback, in anonymous format, based on the *Friends and Family* form, covering feedback in recent months. Janet commented that, while over this period the number of forms returned had been relatively low, patients' comments regarding their experience had been generally excellent. The Committee found it helpful to be provided with this summary, as a framework for their own contributions. (See also A10 below).

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

(a) Organisers' report. Gerald Ford reported that there had been 42 calls for transport in the last two weeks. Currently, there were 28 active drivers. There had been no response from Cheltenham General Hospital about special parking available for PPG drivers. Cheltenham continued to be more difficult than Gloucester R.H. for parking. The three transport organisers continued to share the heavy load of arranging for drivers. More drivers were always needed, especially for holiday periods. More drivers would reduce some of the pressure on the organisers.

(b) Feedback for hospitals etc: report on Drivers' meeting 25 September 2019. Paper D3 (Response

to Drivers' meeting 25.09.2019) had been distributed to all drivers, following a good discussion at the drivers' meeting at Horsfall House. Drivers had discretion about when and how to use the new patient feedback form, as negotiated with hospitals. The hospitals had asked for this feedback and were eager to have this, in view of their difficulties in getting feedback in other ways. The form would not be used as a way of monitoring drivers, and confidentiality would be preserved for drivers as well as patients. Ian McPherson would ensure completed forms were returned to the appropriate hospital (etc). Forms could be returned to him online, or at his home address, or via a new mail box placed in the Surgery foyer. The PPG was giving all drivers a clip-board, to hold a supply of the forms. Extra forms could be printed as needed by drivers or supplied by Ian. Drivers were asked to keep the PPG informed about their experience of this new project. The transport organisers would need to ensure that new drivers were introduced to this aspect of their service for patients and hospitals.

A7 Pharmacy compliments, concerns and news (John Cleever). John summarised recent pharmacy staff shortages and changes which he continued to monitor on behalf of the PPG. At his suggestion the PPG had written to Richard (Boots pharmacist) to thank him for his exceptional service to local patients. Richard and Boots had received this letter before he left to become a surgery pharmacist elsewhere in the Cotswolds. John also commented on typical difficulties being experienced by various commercial pharmacies and their patients.

A8 Treasurer's Report (Brian Whitaker). Brian tabled a helpful summary of recent Treasurer's transactions. Payments and resources were all as expected and in good order. Brian summarised the options for reinvesting the PPG's major bond and for how best to use all resources. The Committee was pleased to approve his proposals. The major bond would be reinvested for two years at 2%.

A9 Minutes from Stroud District PPG Network: NHS local changes (See D4). Much of this item was complemented or overtaken by the information on the PCN summarised in A4 above. The Stroud PPG Network meetings continued to be lively and useful opportunities to keep up with local developments both in other PPGs and in the new PCN. John Harrop and Ian McPherson continued to represent Minchinhampton in these meetings.

A9 Minchinhampton Country Fayre (14 September 2019): report on PPG involvement. Jennifer Crook, Graham Spencer, Dot Cuthbert, Rosemary Boon and Ian McPherson had helped with the PPG's part of the stall shared with the Minchinhampton Surgery Charitable Trust (MSCT). Some doubts were expressed about how far this had been a worthwhile way of promoting the PPG. Some PPG leaflets were distributed. Compared with the previous Fayre, very few opinions were forthcoming about the effectiveness of the Surgery. Sole use of a stall, enabling some attractive activity, might support a more popular and worthwhile experience. The position of the stall in Bell Lane may not have helped. The Committee agreed to postpone further consideration to a later meeting. Thanks were given to those who had helped.

A10 NHS Patient Survey 2019 (John Harrop): John summarised the published results. The sample of Minchinhampton Surgery patients contacted by the NHS for this survey produced a relatively good response rate of 56%. In 17 of the 18 categories used by the survey, the Surgery performed better than average for Gloucestershire. The sole exception involved patients' views on how successful the Practice was found to be in helping patients needing management of long-term health conditions. John suggested this might be worth consideration at a later meeting. More about the survey results can be found online at <https://www.gp-patient.co.uk/>

A11 Any other business: none. The meeting ended at 8.27 p.m.

Dates of following meetings 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: 10th July 2019.

D3. Response to Drivers' meeting 25.09.2019.

D4. Minutes from Stroud District PPG Network.