

Staunton and Corse P.P.G.

Minutes of Joint Meeting at Pillows Green on Wednesday 24th April 2019

Present: Dr Roger Whittle(RW); Sue Knox(SK); Malcolm Harley(MH); Jenni Fenech(JF), Ann Watkins(AW)

Apologies: Sarah Bryant(SB); Norman Davies(ND); John Leask(JL); Donald Peach(DP); Anne Turner(AT);

1. Welcome and Apologies

RW welcomed to the meeting. Attendees and apologies as above

2. **Minutes of the last meeting** held on Wednesday 27th February 2019
Tabled, read and approved: proposed by MH and seconded by AW

3. Matters Arising

Newsletter –600 black and white copies printed off at surgery and inserted in May Parsh Magazines for Staunton, Corse, Maisemore, Hartpury etc. Await response from other Parish Magazines as to how we might include in their magazines. RW reported that costs to print newsletter in colour were prohibitive, therefore will continue to print in black and white. RW suggests might be able to send newsletter to all patients by email. SB to advise whether this is feasible. Discussed whether could set up Facebook page, but one where information provided but no ability to comment. SK to research. SK has posted the Newsletter on the local ‘Next Door’ community forum.

PPG Awareness – SK and JF have not yet completed this task therefore bring forward to next meeting.

4. Surgery Update

SB to provide a piece for the Summer Newsletter based on RW’s update:

New process for repeat prescriptions and medication reviews for patients taking 4 or more oral medicines.

Surgery has two GP trainees who are with the practice for six months until August. In August they will be replaced by a female GP trainee who will work 3 days per week. Vicky, Health Care Assistant will shortly be providing a Smoking Cessation Service at the surgery. This is because our patients do not use the Gloucester based service. (JF asked if this would be offered in the evenings as she felt this would encourage more to take it up. RW said no)

Following the creation of the new Primary Care Networks (PCN), Staunton and Corse Surgery will remain within the Tewkesbury, Newent and Staunton group. This was the preferred outcome as services, such as community hospitals provided in the Forest are too far away compared to accessing services at Tewkesbury. The new PCN brings new monies to provide Pharmacist, Social Prescribing and Paramedic services to the surgery. Practice preference is to increase the amount of Pharmacist time and this will be implemented.

RW will write a piece on Pain for the next newsletter

5. Information Booklet for Patients/Carers

RW complemented SK on the preparation of this. AW suggested we should include 'observer' activities such as football, cricket and tennis. Mention will be made of such in the introduction and we will consider elaborating in this area in future editions. SK to liaise with Chris Evans (FVAF), Sam Ferris (Social Prescribing) and Gary Deighton (Healthy Lifestyles) regarding formatting and publication as well as wider dissemination across the locality.

6. Communication and meetings

- NAPP Conference 15th June at Chase Hotel – JF will attend on our behalf. SB has approved.
- TNS - JF and SK attended last meeting on 12th March. Points of interest: New Primary Care Network; Carers Contract/People Plus; Mythe Carers Event 14th May. Date and venue of next TNS meeting is Tuesday 11th June at Lawn Farm with many thanks to Richard Padfield to extending use of the meeting room for this wider group.
- Parish Council AGM's – MH presented PPG Report at Staunton and Corse and SK at Hartpury

7. Any Other Business

MH raised concerns about Reception staff ability to 'signpost' patients appropriately for example self-referral for physio as there have been some miscommunications around this recently, particularly where patients have been discharged from hospital. RW will feed this back to staff at the next Clinical Governance meeting and the PCN will make representation about this.

AW raised concern that the surgery door is very heavy to open particularly for elderly or wheelchair users. RW said this will be investigated as surgery needs to be compliant with the Disability Discrimination Act.

Patient complaint regarding staff attitudes and understanding to parents not wishing to have children vaccinated was received to the PPG email address. SK to pass email to SB to deal with.

A patient has requested that Dispensary staff make a once only note of pre-payment/exemption certificate details to avoid patients having to show this information every time they collect a prescription

8. Date and time of next meeting

Wednesday 26th June, 12.00 noon, Lawn Farm