

## **Staunton and Corse P.P.G.**

### **Minutes of Meeting at Pillows Green on Wednesday 26<sup>th</sup> June 2019**

**Present:** Norman Davies(ND), Jenni Fenech(JF), Malcolm Harley(MH), Sue Knox(SK), Donald Peach(DP), Ann Watkins(AW).

**Apologies:** Sarah Bryant(SB), Sarah Davis(SD), John Leask(JL), Anne Turner(AT).

#### **1. Welcome and Apologies:**

Attendees and apologies as above

**2. Minutes of the last meeting** dated Wednesday 24<sup>th</sup> April 2019, tabled, read and approved: proposed by MH and seconded by AW.

#### **3. Matters Arising:**

**PPG Awareness literature and seminars** put on hold for the timebeing.

**Information Booklet for Patients/Carers** has generated some very positive feedback. However, with regard to funding ND reported that none was forthcoming, mainly due to the fact that there is a similar document in preparation by the Forest of Dean and the Compass said that much of their funding comes through advertising and so they did not have money to divert, but suggested that they might include information not already provided by them as an addendum rather than reproduce our complete booklet. SK said that she would speak with SB to see if the Practice would fund printouts for our own use within the surgery.

**Patient Complaints;** SB had requested that the PPG members should always refer complaints to the Practice first, before responding to the complainant to ensure that any reply is an official Practice response and will not compromise the Practice viewpoint.

#### **4. Surgery Update:**

**Practice Representatives:** SK had spoken with SB to relay concerns that attendance at the PPG meetings by Practice staff was becoming occasional at best. It was suggested that the Group relocation to Pillows Green Meeting Room was influencing this, making it more difficult for Practice staff to find the time to leave the Practice for a meeting. Discussion ensued regarding the number of PPG members versus size of the new meeting room at the Practice. In conclusion, it was decided that the number attending any PPG meeting was sufficiently small as to make use of the Meeting Room a viable option and that we should as SB if we could move the meetings back to the surgery.

**Circulating PPG Report to Parish Councils:** SK suggested that the Surgery Updates that the Practice presents at PPG meetings should be circulated to all

Parish Councils. She went on to suggest that a copy of DP's report for Staunton PC be circulated to PPG Members who can then pass this on to their own Parish Council Representative. This to be implemented with immediate effect.

**Clinical Pharmacist:** Currently the Practice has a visiting pharmacist for one day a week and shared with other practices. Due to internal pressure and the importance of this speciality within a busy modern practice, S&C Surgery is now advertising for a Clinical Pharmacist based at the Practice for 3.5/4 days per week.

**Dispensary Manager:** From 8<sup>th</sup> July Kate Ferreira will take up the post of Dispensary Manager. Kate comes with a wealth of experience in practice and dispensary matters with the remit of making the process of obtaining and collecting prescriptions more patient friendly.

**Telephone Lines:** From the 1<sup>st</sup> July a new system is to be introduced. Contact with the Dispensary will remain the same, but all other lines will be open from 08:00hrs to 18:30hrs thus making it easier for many working patients to make an appointment.

**Automatic Entrance Doors:** The Practice is keen to take this forward and is currently awaiting quotes from contractors.

**Traffic Calming Measures:** The Practice is becoming concerned by the number of complaints regarding excessive speed by drivers entering and leaving the Practice car park. Would all patients please reduce their speed to something close to a walking pace when using the lane. Some discussion ensued regarding how best to slow traffic down and use of traffic signs was proposed. It is a private drive with overgrown hedges and proper maintenance of the hedges together with a 'SLOW' or 'STOP' sign at appropriate points was proposed. This will be fed back to the Practice together with a request to Staunton Parish Council that the SID unit become a permanent fixture just outside the Staunton Academy, as it does help slow traffic on the A417, so drivers accessing the surgery lane do not have to make a fast dash in or out of the lane to fit in with main road traffic.

5. **Summer Newsletter:** Deadline is imminent if it is to be published for inclusion in 'Summer' Parish Magazines. Copy to DP within the next week to ten days please. Dr. Whittle has submitted a short article on pain medication and JF suggested that this be extended to include information about the Yellow Card System of reporting adverse drug reactions. SBs update will be used for Practice news items and JF will write a piece on the current situation for carers in Gloucestershire and the self-referral system. DP to contact SB to see if there is news of the proposed Flu Clinics for 2019. SK will put copies of the newsletter into the Parish magazines for Hartpury and we now have roughly 90% uptake from the Parishes with the remainder being approached by SK and JF.
6. **Communication and Meetings:** JF and MH had attended the TWNS meeting and briefly summarised topics discussed. These included changes that practices are being required to make under new Government funding and the new GP Contracts. Within the next three years practices must employ a pharmacist, paramedic and physiotherapist in order to provide medical support services to

offset the shortage of GPs and we should see such developments here at the Staunton and Corse Practice. The new carers provision People Plus (PP), that has replaced Gloucestershire Carers (GC) is not without its problems, it seems that details of carers originally held by GC have not been passed on to PP and as a result many carers do not have access to the support network they need. The new system operates via a central hub, with many of the staff working from home and it is not certain that staffing levels will be maintained. JF asked if the practice would reveal the number of young carers in the Staunton and Corse Practice catchment area as there is currently no support network for young carers. She went on to ask if the Young Carers Information Leaflet could be displayed in the surgery waiting room to help offset this shortcoming.

JF also attended the NAPP Annual Conference 2019 and read out her report; she has circulated a detailed summary of events so I will not detail them here.

However, she recommended the Listening Table Project to us and suggested that it was something we should consider mounting during the Village Hall Flu Clinic sessions and will provide further documentation in an email circular.

7. **Any Other Business:** MH raised the issue of continuing problems associated with EMIS the online Patient Access System. After a brief discussion where a BT Phone App and the use of ones original user name or reference at login, rather than an email address were identified as possible solutions, the conclusion was that any difficulties should be taken to reception staff.

JF suggested that we publish the Practices appointment times in the Newsletter, however, SK replied that the Practice had specifically refused to allow this in the past, but she would enquire of SB whether we could do so.

Under the heading of patient queries;

- a) Current BREXIT planning and availability of medicines led to a short debate, after which SB stated that despite any difficulties, no patient would go without necessary medicines.
- b) Hartpury College/University demands on surgery time resulted in the statement that approximately 25% of appointments were set aside for them.
- c) Social Prescribing had replaced the Village Agent and both our representative Sam Ferris and the service could be accessed online.

SK told us that due to a change in circumstance Anne Turner would no longer be joining us as part of the PPG panel. She also would be contacting SB to ask that foyer table be removed as agreed at a previous meeting.

8. **Next PPG Meeting**, a joint meeting, is scheduled for the 4<sup>th</sup> September 2019 at 12:00hrs. The location will be the Practice Meeting Room, but this will be confirmed prior to the meeting.

Meeting terminated at 13:40hrs.