

**Staunton and Corse PPG:
Minutes of Meeting at Corse Surgery Dated 2nd May 2018**

Present:

Roger Boaler (RB)
David Bubb (DB)
Norman Davis (ND)
Susan Knox (Chair) (SK)
John Leask (JL)
Ann Watkins (AW)

Apologies:

Donald Peach (DP)
Malcolm Harley (MH)

Surgery Representative:

Sarah Bryant (SB)

1. Welcome and Apologies.

Members were welcomed to the meeting by SK (Chair). RB was unanimously accepted as a member of the PPG. SK informed the group of the resignation of Jane Evans from the PPG due to feeling overwhelmed with all her responsibilities since her husband died and read out her resignation letter. Jane has made a huge contribution to the PPG over the years and her input will be sorely missed. SK to send a card to Jane on behalf of the PPG thanking her for her efforts.

2. Minutes of the previous meeting dated 7th March 2018 were tabled, read and approved: proposed by ND and seconded by AW.

3. Matters Arising.

Sarah Davies Dementia Friendly Enabler – doing excellent work in bringing together people with dementia and their carers. Two local events have been organised to showcase the support available from the Forest of Dean: Sarah will attend the Hartpury Craft and Produce Market on Saturday 5th May; The NHS Health Bus will visit Staunton on Wednesday 23rd May

Ear Wax – ND is concerned that patients are having difficulty with the new arrangements whereby ear syringing services have been reduced. Some of our older patients are not able to get to towns to purchase ear drops and ear syringes, nor are they necessarily able to administer. The PPG would like the Doctors to make exceptions for some patients. SB advised that the Clinical Commissioning Group is working towards setting up an ear syringing service but this has not gone live yet – we will await further guidance on this.

4. SB presented an update on the practice announcing that;

- Adverts have gone out and the surgery has now recruited a replacement Practice Nurse and Health Care Assistant. Tracey and Jo, who are leaving their substantive roles, will continue to support the practice by offering specialist spirometry and diabetes clinics on a part time basis. The new Health Care Assistant is Vicky, who currently works in Reception. The new Practice Nurse is Jo, who currently works as a District Nurse in Newent. ND commented that with so many staff changes it would be helpful to have a list of 'Who's Who'
- SB is implementing regular Protected Learning Time (PLT) sessions for all members of staff on the 2nd Friday of every month between 1-3pm. Subjects to be covered at the first meeting will be to set up a format for discussing Complaints and Significant Events and to discuss the implications of the new General Data Protection Regulations. During PLT sessions any emergency phone calls will be answered by the practice rather than going to

the Out of Hours Call Centre, due to significant additional cost of using the Call Centre. The Dispensary will also be closed during these sessions. SB will write a piece for the Parish Magazines.

- Delivery service – This service is due to start 2nd May and will be rolled out gradually, starting with deliveries on a Wednesday and increasing over time to Tuesday, Wednesday and Thursday. The service is for eligible patients only and will not deliver Controlled Drugs.
- Improved Access – a new service for improved access/additional appointments whereby patients can be seen by Doctors at any of the practices within our Cluster (Tewkesbury, Newent, Staunton and Corse) is being rolled out. SB will provide a news item for the Newsletter once the Doctors have confirmed.
- Meeting Room – Due to the need for more space for the increasing number of Clinicians, the meeting room is being res-structured to provide two Clinical rooms, with a smaller Clinical room being available for meetings in addition to the Waiting Room area. The option of expanding the building is not relevant at this time due to cost.

5. PPG Aims 2018

Signposting Event to provide information on local support networks for people who might be lonely as part of 'Flu Clinic – this will not go ahead as Doctors are unlikely to support the use of the Village Hall for this event when their aim is to run a fast turnaround clinic for up to 4,000 patients in one day and having people lingering will jam up the car park and Village Hall. Further thought and planning needed on whether to stage an event independently is feasible. JL mentioned that Tirley organise their own event – SK will investigate.

Information booklet of support and services available across the practice catchment – SK is pulling information from a variety of sources together. AW has provided a useful summary of information for Redmarley. SK has been in contact with Sarah Davies who has suggested meeting with Chris Brown at FVAF (Forest Voluntary Action Forum) which SK will arrange with Sarah.

6. Summer Newsletter – due for publication in June. Potential items agreed as follows:

Surgery Update – SB
Date of 2018 Flu Clinics - SB
Nurses Piece – Maggie Etheridge
Accessing and Disposing of Sharps Bins – SK
Role of Practice Pharmacist – Jackie Aberdeen
Referral to a Specialist – SK

All items to DB as soon as possible. SK to post summary in Parish magazines as usual

7. Communications and Meetings

Unfortunately the PPG was not represented at the recent TNS Meeting held at Staunton and Corse Surgery on 20th March or the Gloucestershire PPG Network held at Churchdown on 23rd February. These meetings are useful to keep abreast of TNS news and wider issues that might affect our practice. The next TNS meeting is on 19th June and RB and JL will attend on our behalf. The next Gloucestershire PPG Network meeting is on 8th June and MH and ND will attend on our behalf.

8. There was no other business.

9. Next PPG meeting is scheduled for the 4th July at 12.00. This will be a Joint Meeting with attendance from one of the Partners