

**Staunton and Corse PPG:
Minutes of Meeting at Corse Surgery Dated 3rd July 2018**

Present:

Donald Peach (DP)
Malcolm Harley (MH)
Norman Davis (ND)
Susan Knox (Chair) (SK)

Apologies:

John Leask
Ann Watkins
Roger Boaler

Surgery Representatives:

Sarah Bryant (SB)
Dr Roger Whittle (RW)

1. Welcome and Apologies.

Members were welcomed to the meeting by SK (Chair). SK informed the group of the resignation of David Bubb from his role as Editor of the PPG Newsletter. SK to send a card to David on behalf of the PPG thanking him for his efforts in providing an interesting and well-presented newsletter. We need some new members, specifically parents of younger children and working adults. Representation from Hartpury College of the PPG was also discussed. SK will communicate. SK will also communicate with Friends of Schools for Staunton, Ashleworth, Hartpury, Eldersfield, Pendock and Hartpury College to promote the PPG and seek interest. SB has been contacted by a patient who has recently joined the practice who may be interested in joining the PPG. SK will communicate.

2. Minutes of the previous meeting dated 2nd May 2018 were tabled, read and approved: proposed by ND and seconded by SB.

3. Matters Arising.

As discussed above in terms of new members.

The PPG members still feel that the recent withdrawal of a surgery-based nurse led service for removal of ear wax was unacceptable for some patients. RW assured that there would be situations where individual patient needs would be assessed by a Doctor and where appropriate, ear wax removal would be provided.

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

- SB provided an update sheet detailing all current members of the Practice Team, SK to edit and post a copy on PPG Notice Board
- Flu 2018 – vaccines will be delivered late September, October and November. This year there are two types of vaccine: one type for < 65 and one for > 65. It is likely that the > 65's will be managed in the usual way by the Flu Clinic Day at the Village Hall. Date to be decided, but probably a Thursday. < 65's will be offered evening and weekend clinics at the surgery. SB to update PPG when more information available. PPG to manage the car park and provide tea/refreshments to the Surgery Team as usual.
- A job advert has been posted for a Receptionist to replace Vicky who is now training in her new Health Care Assistant role at the Surgery.
- Prescriptions for self-limiting conditions and self-care – following an NHS England Consultation, medicines for self-limiting conditions and self-care which can be managed by over the counter medications from Community Pharmacies or supermarkets will no longer be available on NHS prescription. RW is meeting with the Clinical Commissioning

Group Pharmacist to discuss this but does not see any impact on current practice as the practice is already careful in its prescribing of these items.

- 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.
- Continuity of same GP – Research shows that there are better outcomes for patients who can see the same Doctor each time. The Surgery are keen to implement this for our patients and will always use our own surgery team wherever possible. However, this does mean a typical wait to see a Senior Doctor is approx. 3 weeks.
- Patient Access – patients have reported difficulty accessing their online record for ordering repeat prescriptions. Queries should be directed in the first instance to Reception staff who will try to deal with individual problems. SB will put a notice on the website.
- New consultation room – quotes currently being sought to undertake this work
- Patient Survey – the surgery would like to seek patient views on the surgery and some of the improved access arrangements, for example evening surgeries now integral. SB will send a copy of a Patient Survey for circulation to PPG members for comment before this is opened to patients. PPG may be able to assist in helping patients to access and complete the survey.

5. PPG Aims 2018

Signposting Event

Due to the changes to the Flu Clinics and the need for a fast through put of people, it was decided that this is not the right forum for the signposting event and therefore this aim is unlikely to be achieved this year.

Information booklet

It was clarified that the PPG wishes to promote availability of local support and activities for lonely people whether it is free of charge or must be paid for

RW requested that the PPG might explore what music and dance groups are available locally as these have been shown to be beneficial for people with dementia. SK to investigate

SK will try to progress setting up initial meeting with Chris Brown at FVAF (Forest Voluntary Action Forum), although summer months may prove difficult

6. Newsletter

The surgery will now take on printing of the newsletter. It will be black and white initially until the colour copier is mended. SK will provide SB with a copy of the Summer Newsletter and ensure that copies are available in the Foyer.

DP has agreed to take over the editing of the newsletter. He suggests that we revert to a two-sided document to facilitate easier display on notice boards. This was agreed as a sensible move forward. SK will send copy of current template to DP.

Topics for September (Autumn) Newsletter:

Flu Clinics; Practice Clinical Pharmacist; Surgery Update; Nurses Piece

7. Communications and Meetings

Network and TNS Meetings - Unfortunately the surgery was not represented at the recent Network or TNS meetings. ND had reviewed the online minutes of the Network meeting which had reported on improved access via telephone consultations (TC's) and online consultations. RW confirmed that the surgery is already doing TC's but there is some resistance from the General Medical Council and medico-legal teams to this which need to be resolved before greater roll out and development of online consultations. The next Network meeting is 14/9/2018 and the next TNS meeting is 18/9/2018

8. There was no other business.

Defibrillator audit needs to be updated. For further discussion.

9. Next PPG meeting is scheduled for the 5th September at 12.00.