

**Staunton and Corse PPG:
Minutes of Meeting at Corse Surgery Dated 7th November 2018**

Present: Jenni Fenech
Norman Davis
Malcolm Harley
Susan Knox (Chair)
John Leask
Donald Peach
Ann Watkins

Apologies: None

Surgery Representative: Sarah Bryant

1. Welcome and Apologies.

Members were welcomed to the meeting by the Chair, Sue Knox, who introduced a new member Jenni Fenech, Jenni explained that for the latter years of her husband's life, she was his carer and found that the information and support available were all very difficult to access and presented many problems for her and those in a similar position. She has since helped other carers access the support they require and would like to do more for carers using the PPG as a vehicle for the dissemination of information.

2. Minutes of the previous meeting dated 5th September 2018 were tabled, read and approved: proposed by Norman Davis and seconded by Malcolm Harley.

3. Matters Arising.

Vaccines and Flu Clinics. Sarah reported that the clinic being held at the Village Hall on the 15th November risked running out of vaccines. This year's flu clinic has been particularly difficult for the practice to organise due to staggered deliveries and restrictions on the availability of ordering further vaccine. NHS England guidance states that patients must be given the appropriate vaccine for their age. If the practice does run out of the relevant vaccine, NHS England advice is for practices to direct patients to a pharmacy or to return to the practice when the next delivery of vaccine has been delivered. At present, the practice is trying to secure further suppliers however this has not been confirmed.

Another problem facing the team on the 15th is that Western Power (WP) will be cutting the power to the Village Hall at the time of the clinic, due to necessary line maintenance within the area. After some discussion with Sarah and Jane Cox, WP has agreed to provide a generator to the Village Hall for use for the duration of the power cut. Norman, Malcolm, Donald, John and Ann will all attend to assist with the logistics of getting patients in to and out of the car park and the staff supplied with tea and coffee. Sarah is to have name badges prepared for each of them on the day.

As the booked appointments system worked so well with no congestion problems in the car park, Sarah is considering keeping the annual flu vaccination clinics totally 'in-house' next year via a series of booked appointments at the surgery. This is however, to be confirmed once discussed with the Practice Team and PPG.

Domestic Abuse Champion. Sarah gave an update on her announcement at the last meeting concerning her training and is attending her first session tomorrow, the 8th November. She looks forward to providing confidential support for patients and will have access to a treatment room now that the building work is complete.

‘No Deal BREXIT’. The patient that made several enquiries regarding guaranteed pharmaceutical supplies has made no further contact and Sarah concludes that her concerns have been allayed.

Virtual PPG Team Member. Emma Newbould, the MSc student who contacted Susan with a view to joining the group, is to be formally invited to sign up. Susan tabled an Expression of Interest from Emma and explained that she will be resident here within the Practice catchment area, only travelling to university on two days per week. She will be given an opportunity to attend a briefing session on how to be a virtual member and all agreed that she would be a welcome addition to the team as a much needed representative of the younger element.

Community Wellbeing. Susan tabled information outlining contact details for Gloucestershire’s Wellbeing Services. There are three different groups; Cheltenham and Tewkesbury, Forest of Dean and Worcestershire, each group dependent on where one lives as regards which to contact. The issue of how to work out which group to contact caused considerable debate and no real conclusion was reached for certain localities. However, for the villages of Staunton and Corse for example, it was somewhat simpler with Caring for Communities and People (CPP) centred on Cheltenham and Tewkesbury being the option. A representative from the service will speak to us, providing greater detail and, as far as we know, patients will be seen here in the Staunton and Corse practice. Susan referenced an uptake of 28 individuals to date, of which 61% were direct referrals from the Practice; she hopes that there will be greater emphasis on self referral in future as the aims of the Community Wellbeing service become clearer and more widely appreciated amongst patients.

4. **Surgery Update.**

New Treatment Rooms. Building work on the two new practice rooms is now finished. The rooms will be fully operational in the next week or so once they have been appropriately fitted out. They will widen the availability of in-house facilities and consultations and gives the Practice members more confidence in being able to meet the increasing patient population in the catchment area. Donald reported that some patients had again expressed concern over the length of time taken to get to see a doctor, which they reported was typically two weeks. He asked whether the Practice assessment of its ability to cope with an expanding population was based on what was happening in Staunton and Corse or, were they also looking at the bigger picture of housing development throughout the catchment area. Sarah replied that they did not have figures available but, that with the two new practice rooms, they had the ability to offer more appointments and would of course look at the possibility of employing another doctor at the Practice, should the evidence suggest that this had become necessary.

Sarah went on to say that sometimes the issue with longer waiting times was due to patients having a limited opportunity to attend appointments that were initially offered. She pointed out that all Practice staff are bound by a confidentiality clause as per their contracts of employment. Patients are to be encouraged to discuss the medical need for an appointment with the receptionists, who will be able to liaise with the doctors, either for an urgent appointment, or a doctor to telephone them back. Good communication is vital to securing an appropriately timed appointment. Some medical issues are genuinely urgent, whilst others are not and to be able to provide an efficient service, a degree of triage is required; as patients we should be prepared to communicate fully with reception.

MAPLE. Managing Asthma Patients Life Effectively is a new initiative seeking to pick up on poor patient compliance and over or under prescribing. Beginning on the 13th November the MAPLE Nurse will attend for 2 days per week to help patients better manage their asthma.

5. Progress on fulfilling our 2018/19 aims of producing a booklet detailing all activities within our area and supporting the lonely and isolated is moving forward, albeit slowly. Norman reported that grants to help with the publishing of the document were not forthcoming, but Susan suggested that we consider sponsorship from local businesses or even professional representatives attending the Practice. This was considered a possibility, but not necessarily a successful one and other alternatives to publishing were discussed. On-line access was all very well, but it limited availability to internet users, although it was suggested that organisations or clubs could print off copies and distribute to individuals attending activities.

The meeting that Susan had arranged with Sarah Davis and her colleague Chris, had been cancelled due to Sarah's ill health, but was due to be rescheduled. We were all asked to continue to research activities in our locality and report these back to Susan when possible, providing details of the activity, contact name/number, day/date and location. Susan tabled a copy of her spreadsheet to date and all agreed that this was indeed going to be a useful document if we could see it through to fruition.

Susan also circulated a copy of a Self Care Forum Fact Sheet and announced that November 12th to 18th was Self Care Week. A series of fact sheets had been produced by the Forum and were available for distribution via surgeries, support groups and clubs. Sarah agreed to copy the announcement of Self Care week on the Practice Media Screen and to stock a series of Self Care Fact Sheets modified to display the Staunton and Corse Practice Header at the top of the sheets.

6. Donald is to continue with the production of the Groups Newsletter. Different formats such as an A5 rather than A4 footprint was discussed, but the technicalities of printing and displaying this format led to all agreeing that we would maintain the current format using a single sheet of A4 printed both sides. Susan pointed out that we had come adrift with the numbering of the Newsletter and stated that the Winter Edition would in fact be Edition 48 and not 44 and it was agreed that the deadline should be the first week in December.

Topics for inclusion should include feedback on the flu clinics if we do indeed run out of vaccines, Christmas and New Year opening times, prescription ordering and delivery dates; Sarah to advise Donald on these. Maggie should be able to submit a paragraph or two of news and tips to maintain good health through the winter; Sarah to speak to Maggie and ask her to contact Donald. Donald to review/summarise the discussion on patient communication and appointment planning and insert as a paragraph to help patients on booking a doctors appointment.

7. **Communication and Meetings.** Susan reported on her attendance at the TNS meeting. Tewkesbury had been running Pre-diabetic Clinics with some encouraging results. Patients were given eight sessions consisting of motivational talks on losing weight, managing diet etc and they had some evidence to suggest that patients were presenting with some positive results with a significant number being removed from the 'Pre-Diabetic' classification.

Tewksbury were also trialling the use of paramedics rather than doctors for patient home visits; this provided doctors with more time for patient consultations in the practice and patients were still receiving a high standard of care and seemed satisfied with the change in practice.

Susan circulated our 'Defibrillator Advice Sheets' and received several compliments on its content and layout. She added that some of the other groups were considering using it as a basis for their own defibrillator advice documentation.

We had a short discussion on the number of defibrillators now displayed around the area and were surprised by the number supported by Redmarley. Norman reported that maintenance of the devices was the responsibility of those commissioning the units, which, on the whole was Parish Councils. There were organizations specialising in the supply of replacement parts and Donald

said that when he had been communicating with the South West Ambulance Service Foundation Trust, they had said they would be prepared to advise if help was required.

8. Malcolm reported that there were no notes in the Suggestion Box. Susan requested help from the rest of the Group concerning the Newsletter supply in the waiting room. Sarah had been printing off fifty at a time, but these were being taken up by patients at an astonishing rate and Susan wondered whether we could all check on the supply when we attend the Surgery, as it was not something she could readily do due to her geographic location.

John nominated Jack Clutterbuck as a potential PPG member. A young man whom he knew who had expressed an interest in joining the Group and had time available to attend the meetings. We look forward to meeting him and welcoming him to the Group along with Emma.

9. **Next PPG meeting is scheduled for the 9th January 2019 at 12:00hrs.** Considerable discussion ensued after Malcolm detailed some inconsistencies with dates of the PPG meetings and that of the Staunton, Corse and Hartpury Parish Council Meetings. It was proposed and passed, that we hold our future meetings on the last Wednesday of alternate months, commencing with February, but omitting August and substituting the Wednesday of the first week in September, before resuming the proposed option.

Future Dates 2019: 9th January, 27th February, 24th April, 26th June, 4th September, 30th October and I would then suggest 8th January 2020.

Meeting terminated at 13:40hrs.