

**Staunton and Corse PPG:
Minutes of Meeting at Corse Surgery Dated 3rd May 2017**

Present: Norman Davis Jane Evans Malcolm Harley Annabel Hayter Susan Knox Donald Peach Jane Rose	Apologies: David Bubb John Leask Ann Watkins	Guest: Sarah Davis
Surgery Representative: Caroline Charles		

1. Welcome and Apologies.

Members were welcomed to the meeting by the Chair, Susan Knox and Annabel Hayter was introduced to the group as the prospective member for Maisemore. Apologies taken as listed above.

2. Minutes of the meeting dated 1st March 2017 were tabled, read and approved: proposed by Norman Davis and seconded by Jane Rose.

3. Matters Arising.

Website: Susan announced that the new website was now live. Those present who had seen it agreed that it was most impressive. Susan asked for comments and feedback on the site once everyone had had an opportunity to look at it more closely, adding that the PPG link was operational and if anyone had thoughts on possible improvements to please let her know.

Patient Access: Annabel Hayter made a comment regarding Patient Access stating that there was no facility to allow a message to be left when requesting a prescription and, as a result, one could be left without the prescription being fulfilled if the request was made out of normal chronology for that patient. Donald Peach added that the booking of appointments only seemed to operate when wishing to see a doctor and that appointments for a blood test, for example, had to be made via the phone.

Social Prescribing: Reference was made to Sam Ferris and her introduction to Social Prescribing. There was a lot of information presented during her talk and much of this went unrecorded, as a result Caroline Charles has offered to précis the numbers and data regarding referrals and make this available to anyone who is interested to learn more.

Defibrillators: Susan said that she was working on information sheets detailing the use of defibrillators and had also received the Resuscitation Council UK algorithm on CPR via Donald. Some concern was expressed by those present, that many residents across the Parishes did not know how to use a defibrillator and that although courses were available, none seemed to be offered at present in our localities. Norman stated that Upleadon had organised one such course which was very well received with eighty plus attendees. He went on to add that Parish Councils should make the GPS (Latitude and Longitude) co-ordinates available for the addresses at which defibrillators are sited, so that the air ambulance and other medical emergency teams could readily locate them. Concern was also expressed regarding the maintenance of these items and although several suggestions as to how this was managed were voiced, there was no definitive answer. It was suggested that Parish Councils should be consulted to see whether there was a maintenance schedule in place at each location, so that Parishioners can feel safe in the knowledge that the device will work in the unhappy event that it is required.

4. At this point Sarah Davis was welcomed and introduced to PPG members. Sarah is one of Gloucestershire's Village Agents and she gave us a thorough overview of her role, speaking passionately about providing support for the disadvantaged and older members of the community. We should all be aware of the fact that Village Agents are provided throughout Gloucestershire and are there to provide us with support without the need for referral from our GP. Unlike Sam Ferris who, as part of the Social Prescribing Team will work closely with Village Agents, but does require individuals to be referred by a GP in the first instance. Sarah and her colleagues will provide home visits and is therefore ideally placed to assess individual needs of vulnerable individuals, whether they are suffering with mental illness, physical disabilities or the problems of the aged. A lively debate around the role of the Village Agent ensued, with lots of questions from the PPG members as to how the role will develop over time, how they will cope with the increasing aged population and increasing awareness of the effect of modern living on the mental wellbeing of individuals. Suffice to say that what ever the future has to offer, Sarah and her colleagues are passionate about helping vulnerable individuals and will do their utmost to provide a high standard of care and support in the community they serve.
5. Caroline Charles then entered the meeting and gave a brief update on the new website together with the news that they have the services of a new pharmacist, Temi Adeshini. Temi will be providing medicine reviews on patients with five or more prescribed medicines, this will also include reference to any over the counter medicines that individuals regularly take, to ensure that there is greater awareness of possible drug interactions. It was pointed out that this will be managed via patients' annual review and so we should not expect a meeting with Temi until that time.

Other news included the information that the surgery will;

- Now be offering an extended service to include dossette boxes and the delivery of medicines to house bound and vulnerable patients.
- Continue to take on trainee GP registrars. The two current trainees are due to qualify in August and September, after which a single trainee will be joining the practice.

Before Caroline left the meeting, the PPG offered their thanks to the nursing staff and praised the excellent work that they do. Several of the group offered their personal thanks after having witnessed some of the demanding conditions staff have to cope with.

Malcolm Harley reported on the PPG Suggestion Box and raised the question of why there was no chiropody service at the practice. It was stated that there is no NHS funding for chiropody/podiatry services unless there is an accompanying long term medical condition; chiropody services have to be funded by the individual. We were reminded that a chiropodist visits Johnstone Close on a monthly basis and the fee for a consultation is £20. If individuals wish to seek a consultation with a podiatrist or a chiropodist then NHS Choices (<http://www.nhs.uk/Service-Search/Podiatrists-and-chiropodists/LocationSearch/343>. Last accessed 07/05/17.) can help locate a practitioner in your local area.

A second comment found in the suggestion box asked for the notices on the dispensary window to be removed so that patients could see staff and *vice-a-versa*. Caroline said that this was not possible as they were important in the dissemination of information; if patients felt ignored there was a bell to alert staff to their presence.

Several members had attended other meetings and Susan circulated a written outline of meetings and communications she had received during March and April.

Malcolm and Norman had attended the Gloucester PPG meeting and reported back on this with a short written account and agenda. Two points of particular interest were discussed;

- Care With and After Cancer: Primarily presented by members of Macmillan, particular reference was made to diet and physical activity. It was suggested that we should make about two thirds of what we eat plant based foods and aim to maintain a healthy weight for our body type. They also stressed the need to get back to a good state of physical exercise.
- GP Patient Advice: Some practices have been suggesting that patients bring along a written description of their health problem to their appointment. This might help if you have a complex problem, or find it difficult to talk about your problem knowing that your GP has the time pressure of other patients to see.

6. Summer Newsletter: Deadline for submission of content is 14th May 2017.
7. A.O.B: Only one item was raised. The PPG notice board and table located in the practice foyer is to be updated. Several members felt that it looked unwelcoming and did not attract an inquiring interest from patients. An attempt will be made to improve the visual presentation and layout.
8. Next PPG meeting is scheduled for the 5th July 2017 at 12:00hrs.

Meeting terminated at 13:30hrs.