

Staunton and Corse P.P.G.

Minutes of the Group meeting at the Surgery on 30th Nov 2016

PRESENT

Sheila Golightly
Jane Evans
Malcolm Harley
Norman Davis
John Leask
David Bubb
Jane Rose

SURGERY REPRESENTATIVES

Dr Mungo Chambers
Caroline Charles

1.0 Welcome and Apologies.

The chair welcomed Members. Apologies were received from Ann Watkins and Sue Knox.

2.0 Minutes of the last meeting held on 9th Nov 2016

The minutes were approved as being a true record of discussion. MH proposed and JL seconded.

3.0 Matters Arising.

It was agreed that Maggie would send any contributions for the newsletter straight to David Bubb.

4.0 Winter Newsletter.

SG has offered to take a copy of the newsletter to Ashleworth for distribution. JL has offered to do the same for Tirley.

CC and SK are working to arrange for patients to receive the newsletter by email if they request it. A new email address will need to be set up to receive these requests.

If the surgery is to close for training days this will be advertised in the newsletter.

Concerns for support for carers were discussed, e.g. how to help & advertise that support is there if needed.

SK has written to clerks of the Parish Councils within the practice catchment regarding defibrillators. A list will be made with facilities available in each village and publicised in Village Halls, local newsletters and parish magazines. SK will also write to local and national grant providers to see whether there are any monies available for more defibrillators.

Social prescribing – we need more information on this subject. CC is to arrange for Sam Ferris to come and give a talk at one of our PPG meetings before we publicize the information.

5.0 Purpose and Aims for the coming year –

After detailed discussion it was agreed that this year's aims were as follows:

1. To promote the PPG section on the new Website when it is installed. (**SK** has kindly offered to take this on).
2. To identify the location of defibrillators in the practice catchment area and to assist in the setting up of training courses when required.
3. To initiate and promote talks with/by Village Agents
4. To promote and publicize the availability and benefits of WELLBEING examinations.

6.0 PPG Meetings have been booked for 2017

18 Jan

1 March

3 May

5 July

6 Sept

1 Nov

7.0 New Website

CC has agreed that **SK** should have a free hand in taking over the PPG part of the website.

CC Aims to have the new patient access system on line by the end of March, with 10% of patients using it, up from the 4% at the moment. Everyone gets a letter with their medication explaining how the new procedure will take place. Patients can sign up just for prescribing or have sight of their medical records. Ordering next month's repeat prescription when you collect your medication ensures you get your prescription on time.

Gloucester North Fire Station can be booked for 5 welfare visits to check smoke alarms and give advice.

ND and **SK** are to identify areas and location of defibrillators and if there are any courses that could be attended by contacting SW Ambulance. The findings will be published on the new website and in the newsletter.

SG will collate a list of local newsletters and contacts.

8.0 Correspondence

JE talked about a patient who had received wrong medication or something that wasn't ordered with their prescription. **MC** said he would need more information to look into the

matter. Medication cannot be taken back by the surgery once it has left the building, patients must make sure they tick the right boxes to receive the correct medication and reduce waste.

JE raised the subject on how well doctors were kept informed on relevant current issues that were published in papers/magazines etc. **MC** said that they didn't read these articles but bulletins were sent to the doctors every week. NHS behind the Headlines read the truth, is a very informative web page.

Gloucester Social Development Plan (SDP) - **SK** emailed the group to suggest we focus on "Enabling Active Communities" and how we could work with the practice to deliver this. Social prescribing, support for carers, technology support for accessing on line information and support for our patients who do not have access to the internet.

MC gave an update on the flu clinics, these had been poorly attended this year, maybe due to inadequate advertising or the fact that people can have the flu jabs in numerous places i.e. supermarkets etc. He also noted that schools are vaccinating children but not notifying doctors. Time is now being spent on phoning patients which is a huge amount of work for surgery staff. The vaccine is on a sale or return basis and it needs advertising that you can have the flu vaccination after the 2 village hall clinics if you can't attend either.

CC asked for volunteers to stand up a new text service which, it is hoped, will eventually be used to help eliminate non-attendance of appointments. Mobile numbers would be needed for all patients where possible.

9.0 Any Other Business

JL advertised the fact that the Royal British Legion has a helpline to give advice on everything to do with arthritis, plus simple exercises etc.

ND said that it would be very helpful if the PPG minutes, Healthwatch and other correspondence could be emailed to **JE** and **AW** as they could be missing out important and critical issues that may need urgent attention. It would also save **SG** time and expense as she usually delivers all this by hand.

SG, JE and **JL** will attend the T.N.S. meeting on the 13th Dec.

The N.A.P.P conference will be held on the 24th June 2017, venue to be decided.

ND, JL, MH and **JR** attended the Mental Health meeting at Churchdown and found it very informative. The same people were hoping to attend future meetings where possible. The next one will be Jan 27th 2017

CC The surgery has been forced to stop gluten free prescriptions; this will be a great saving for all Gloucester surgeries.

JR told the group that this may be her last meeting with the PPG as she is moving to Devon in the New Year. She was thanked for all she'd done over the last few years and she said she was very sorry to leave as she has really enjoyed living here and being part of the group.

MC and **CC** thanked the group for all their support and all they have done to help over the last year, each member received a little gift in appreciation, which was warmly received.