

Staunton and Corse PPG: Minutes of Meeting at Corse Surgery Dated 6th September 2017

Present:	Norman Davis	Apologies:	David Bubb
	Ann Watkins		Jane Evans
	Malcolm Harley (Chair)		Susan Knox
	John Leask		
	Donald Peach		
	Jane Rose		

Surgery Representative: Caroline Charles

1. Welcome and Apologies.

Members were welcomed to the meeting by the Chair, Malcolm Harley who then reported the sad news of Annabel Hayter's sudden death. The committee were shocked by the news and send their condolences to her family. Susan Knox is sending a card on behalf of the committee. Apologies taken as listed above.

2. Minutes of the previous meeting dated 5th July 2017 were tabled, read and approved: proposed by Ann Watkins and seconded by Donald Peach.

3. Matters Arising.

Defibrillators: Norman reported on the successful meeting at the village hall on the 25th July 2017 organised by the Community Heartbeat Trust. Over forty people attended and were able to practice what had been discussed using the simulators and dummies provided. Certificates of attendance were sent to all participants.

4. Caroline Charles joined the meeting to present an update on the practice and announced that Roger Boaler has volunteered to become a PPG representative and will attend the next meeting.

Information is being circulated announcing a single flu clinic this year, to be held at the village hall on Thursday 5th October 1.30 – 6.00pm. Caroline asks that parishioners do not all aim to attend at 1.30pm, but consider a mid-afternoon attendance, so that the car park and hall are not gridlocked by a sudden rush. There will be extra staff to deal with the vaccinations and attendees should respond to advice from the car parking team regarding specific parking arrangements.

Temi Adeshini (pharmacist) is still working her way through the medicine reviews for patients and the practice has a new doctor starting on 23rd October 2017; Dr Emily Boait will be a permanent member of the practice, holding clinics on Wednesday and Fridays.

Other news included the information that the surgery will;

- Continue to offer an extended hours service, however, the detail is still to be finalised.
- Offer dossette boxes and delivery of medicines to house bound and vulnerable patients, but due to staffing arrangements this is unlikely to begin before November.
- Endeavour to maintain internet access despite patients having experienced some problems recently, due to an error by BT staff.

- Offer confidential child access to medical records. There are varying levels of access depending on the age of the youngster and any parent concerned by this can contact the practice for further information.
- Not be able to accept returned pharmaceuticals that were dispensed by another pharmacy.

Caroline briefly commented on aspects of the recent CQC report and put this into context regarding assessments of the practice. On the whole, the practice was performing well and scoring above the national average, however, there were areas where the score was slightly below the national average and they were addressing these issues. The PPG offered their thanks to the staff and praised the excellent work that they do.

5. Malcolm Harley reported on the PPG Suggestion Box and a suggestion that individual staff names and photographs be displayed on a central notice board; all agreed that this would be a useful addition. Caroline responded to this, saying that the details of all clinical staff would be displayed in this way and within the practice website, however, clerical/admin staff would not be included.

Sue Knox had emailed Malcolm asking for details regarding the Carers leaflet designed by the CQC and WI. It was agreed to wait for Susan to clarify exactly what she required and so this was deferred to the next meeting in November.

6. Members were asked by Malcolm to make sure that the PPG Newsletter was distributed and posted in relevant areas. This was confirmed by those present and questions raised about content; should/could members email addresses be displayed and how aware were parishioners of the newsletters? Members agreed to individual consent to be sought for email address details and that there was probably little more that we could do to make parishioners aware of the newsletters.
7. Norman proposed that we should maintain an annual update on the state and management of defibrillators situated within the parishes covered by the Staunton and Corse Practice. Susan Knox had distributed paperwork to support the use of defibrillators and he suggested that a representative of each Parish Council should contact the defibrillator sites within their parish and provide the person responsible for the weekly/monthly checks with the paperwork. Donald confirmed that in conversation with the South Western Ambulance Service NHS Foundation Trust (SWASFT (website <https://www.swast.nhs.uk/>)) their representative had suggested they would advise on any maintenance or servicing issues, but that the Community Heartbeat Trust would be responsible for the actual maintenance and cost. In reference to the defibrillator spreadsheet provided by Sue showing locations and details, Donald suggested that we refer to the Staunton defibrillator as the Two Rivers Community Housing unit at Johnstone Close. This was because SWASFT did not recognise the reference of Johnstone Close and had previously reported that they had no record of a Staunton defibrillator. The Community Heartbeat Trust confirmed that there is already a person checking the unit on a weekly/monthly basis and so the Staunton Parish Clerk, Lesley Offer, who had volunteered to take this on, need not now do so.
8. Information sheets were distributed, which included references to the flu clinic; all present volunteered to assist on the day unless last minute commitments made it impracticable. A brief discussion about the layout and content of the newsletter ensued as there were supportive comments about the Cancer Activity sheet prepared by Jane Rose and how her Cancer Diet sheet had not yet been published. It was agreed to discuss this with David Bubb at the next meeting.
9. Norman circulated paperwork from the Churchdown meeting he had attended. His observation was that we were particularly well informed here at the Staunton and Corse Practice, since most aspects of that meeting were 'old news' to him and he congratulated PPG members and Practice staff on the good work being done to keep abreast of current health issues. Norman also referred

to the recent CQC report on Practice Performance and joined the discussion with Caroline Charles regarding the S&C Practice results compared to the national figures (<https://gp-patient.co.uk/PatientExperiences?practicecode=L84006>).

Norman and John Leask both reported on repeat prescription issues. They advised that due to Bank Holidays and the need for Dispensary Staff to have three working days to react to requests we all consider the need for carefully planned submissions. When collecting a prescription it is possible to fill in the repeat prescription form provided with it and leave this with the dispensary staff. They should then prepare your prescription and have it ready for the normal monthly collection date.

John Leask circulated a very useful Arthritis Research UK booklet entitled 'Keep Moving'. This gave important advice and exercise routines to help those suffering with arthritis. Their main advice 'Find a form of exercise you enjoy and keep at it!' Their website is well worth a look if you do have arthritis; www.arthritisresearchuk.org or any other mobility type issues such as back pain.

8. Next PPG meeting is scheduled for the 1st November 2017 at 12:00hrs.

Meeting terminated at 13:50hrs.