

**MINCHINHAMPTON SURGERY PATIENT PARTICIPATION GROUP (PPG)
ANNUAL GENERAL MEETING, 29 SEPT, 2022 AT 7.00 PM IN PORCH ROOM**

MINUTES

A1: The chair, Graham Spencer, welcomed everyone to the first AGM since May 2019, the delay being due to the Covid 19 pandemic. A minute's silence was observed in memory of John Harrop, our previous chair, who died (12 June 2020) after the previous AGM.

Those present:

Brian Bertram, Kate Bertram, Jennifer Crook, Gerald Ford, Mark Gibbons, Alison Gray, Gervase Hamilton, Eve Jackman, Hilary Kemmett, John Levis, Judith Levis, Colin McCleery, Ian McPherson, Susan McPherson, Anne-Marie Marlow, Mary E Matthews, Coralie Nurden, David Nurden, Doreen Raha, Janet Rutherford, Nich Rutherford, Graham Spencer, Kerry Thompson (Practice Manager), Dr Freddie Walker (GP Partner), Alison Whitaker, Brian Whitaker. (Total 26).

Apologies were received from: John Cleever, Judith Cleever, Dr. Tristan Cooper GP, Sara Mason, Derek Norman, and Ina Turner.

A2: News and comments from the Surgery – Kerry Thompson, Practice Manager

Kerry had been in her present post for over one year and worked at the Surgery for ten years. The Saturday clinics for flu and Covid 19 vaccinations had started on 24 September. Both could be given at the same time, one in each arm, in the interests of time and convenience. The start of these important clinics had gone well. The national NHS had been communicating about vaccinations with patients, by email and letter, independently of the surgery, for other clinics in other places. Minchinhampton Surgery patients were being asked by the Surgery when due to book their appointment with the Surgery. The Surgery was not offering any walk-through vaccination service this year, so that Surgery patients must book when invited. As before, there was a set route through the Surgery for Saturday vaccination clinics. Throughout the pandemic week-day appointments for some patients had continued in the Surgery. Patients were now being offered a choice, when appropriate, between standard week-day appointments in the Surgery or at a distance, and this would continue. All Surgery staff were incredibly busy meeting patients' needs. Currently standard appointment times were 9 to 21 days ahead, depending on the clinician a patient wanted to see. All staff were working extra time to meet higher levels of need. Members of the meeting discussed what seemed to be different perceptions of the need for patients to wait for 15 minutes after their Covid 19 vaccinations. A convenient flow of patients was less important than picking up fast on any rare but serious patient reaction. The meeting expressed great appreciation to Surgery staff for their wonderful service, both during the worst of the pandemic and currently. The chair thanked Kerry for her valuable contribution to the AGM.

A3: Feedback from patients

On this occasion, this section of the agenda was agreed to have been overtaken by the previous section, as reported under A2 above.

A4: Update on the proposed new building for the medical centre

Dr Freddie Walker covered this section of the agenda as Dr Tristan Cooper was on holiday. Freddie began by introducing himself. While he had become a Partner of the Practice this year, he had worked for the Practice previously. He has a young family and is a rugby enthusiast. Among his special professional interests are emergency medicine and palliative care. The approval of the plans and building permission for the new medical centre had been a major event. The current stage of the development process involved more detailed preparation of costings, so that tenders could be invited from potential building companies. This stage was made more complicated by increasing costs arising from wider economic changes. This required going back to the Gloucestershire NHS (formerly the local Clinical Commissioning Group [CCG] and now the Integrated Care Board [ICB]), as the relevant local NHS funding authority. Once this stage has been completed it will be possible to look for a builder. Members of the AGM asked about various related matters. The trouble over a sewer had now been solved. There would be no change to the current pharmacy service, as there would be no on-site pharmacy at the new medical centre. The Practice had appointed a project manager who was taking the process forward on behalf of the Practice. The chair thanked Dr Walker for his valuable contribution to the AGM and expressed the hope of the PPG for successful completion of the project.

A5: Minutes of previous AGM (14 May 2019)

These minutes, reissued for the present AGM, were approved without amendment, as proposed by Gervase Hamilton and seconded by Colin McCleery.

A6: Election of PPG Committee for 2022-2023

The AGM elected the following -

Chair: Graham Spencer. Vice-chair: Eve Jackman. Secretary: Ian McPherson. Treasurer: Brian Whitaker. Transport Officer: Gerald Ford (the full number of officers: six) and the following additional members of the Committee. Kerry Thompson (Practice Manager), Dr Tristan Cooper (GP Partner), Dr Freddie Walker (GP Partner) (three being the full number of Surgery representatives), and Alison Gray (DBS compliance and driver), John Cleever (Pharmacy liaison), David Nurden (Driver), Colin McCleery, Jennifer Crook, and Gervase Hamilton. (This leaves five Committee vacancies).

A7: Report on patient transport scheme (Gerald Ford)

The number of volunteer drivers had come down from 28 before the pandemic to 16 at present. Among the 16, some drivers were available only on certain days and at certain times, especially if they found it too difficult to drive in the dark. This is more of a problem in winter months. More volunteer drivers are needed urgently to cope better with the growing demand for such transport. The present drivers are being stretched more than ever. Some journeys are much longer, such as occasionally to Bristol or even Birmingham. Given recent fuel prices, 60 pence per mile would be a realistic non-profit charge to cover fuel. (Post-meeting note: a meeting for drivers had been held in the Cotswold Club. This was successful and appreciated by drivers). The PPG drivers had been awarded this year's Jim Gregory Cup, in recognition of special service to the Minchinhampton community. The present coordinators, who receive patients' requests and link these with available drivers, are Gerald

Ford and Coralie Nurden. This is essential but often demanding work, done by phone. A third coordinator will be able to start soon, to help share the load. Members of the AGM discussed possible ways of adapting the booking of appointments to help ease the problems of older drivers and dark times of day. All concerned (patients, drivers and booking offices or receptionists) need to consider the options carefully and with due regard to safety and practicality. Various suggestions for solving such problems were offered and need careful consideration. Kerry would discuss possibilities with staff in reception and liaise with Gerald. Paul Boon, who has raised concerns, would be kept informed.

A8: Treasurer's annual report (Brian Whitaker)

Brian distributed copies of the three sets of account sheets covering the period since the last AGM. These three are attached at the end of the minutes. Brian commented on these and answered questions. The Cambridge & Counties savings bond is currently the most suitable for PPG savings, being a specialist investment bank bond for voluntary organisations such as the PPG. The Bond has one year to run. At that point the bond and its future could be reconsidered by the PPG. Payments of PPG expenses and the usual costs had been maintained. Brian confirmed that the annual expenses grant to the transport coordinators, towards meeting their costs for using their own phones for PPG transport arrangements, would be paid. Overall the PPG accounts were in a healthy condition, given the very low rates of interest during the relevant period. The chair, on behalf of the PPG, thanked Brian for his report and his work.

A9: Chair's annual report (Graham Spencer)

Graham reviewed the exceptional period since the last PPG AGM. One Committee meeting had been held by Zoom in April 2022. This had been quite successful. (Post-meeting note: Dr. Andy Simpson had helpfully enabled the PPG Committee's use of Zoom). While Zoom, like similar online software for meetings, is not ideal for all purposes, it is mostly better than nothing. During the remainder of the period, PPG Committee work (consultation, updating, etc) had been done mainly by email and phone calls between PPG officers and other Committee members, including the Surgery, as needed. Graham thanked the secretary for the work he had done to maintain the PPG during this exceptional period. Graham went on to remind the AGM of how much gratitude we all owed, for our lives, to the vaccine inventors, manufacturers and deliverers, and to the sacrifices, dedication and extra hard work of NHS staff in primary and secondary care – especially in our Minchinhampton surgery and local hospitals. Graham also asked if it might be possible, in the new medical centre, if John Harrop could be remembered in some appropriate way, perhaps by naming a room after him. He also reminded the AGM that the PPG remains eager to be involved in any consultations about patients' perspectives and experiences as these are relevant to developing facilities and services in the new medical centre.

A10: Secretary's comments (Ian McPherson)

Ian invited comments on the suitability of the Porch Room for the AGM, given that Horsfall House was no longer available due to anti-Covid precautions there. There had been some conflict between finding the best date for people being free to attend and a suitable place available at that date. It was pointed out that the Porch Room could be enlarged if needed, by

moving the screen/partition. Other possible places were suggested and noted. Regarding future meetings, Ian would consult, as soon as possible, about practicable arrangements and dates.

A11: Any other business

Gerald Ford reminded the Treasurer about the annual allowance for the transport coordinators, to cover the cost of their extra phone calls – see A8 above. The Treasurer confirmed this would be paid. Thanks were expressed to Alison Gray and Eve Jackman for offering the light refreshments. The chair was thanked for steering a successful meeting. The meeting ended at 8.00 p.m.

Ian McPherson