

**MINCHINHAMPTON SURGERY PATIENT PARTICIPATION GROUP (PPG)
COMMITTEE MEETING 5 April 2023 at 7.00 pm at the Cotswold Club**

MINUTES

1: Attendance and apologies

Present: Graham Spencer (Chair), Ian McPherson (Secretary), Brian Whitaker (Treasurer), Alison Gray (Driver & DBS), Gerald Ford (Transport officer & driver), Gervase Hamilton, David Nurden (Driver), Jenny Crook, Kerry Thompson (Practice Manager), Dr Freddy Walker (GP Partner), Julia Langridge (Surgery).

Apologies: Eve Jackman (Vice chair), John Cleever (Pharmacy liaison).

2: Co-option to Committee

Graham Spencer introduced Julia Langridge, who gave a summary of the range of her professional experience, including working for several NHS surgeries in various roles. The meeting agreed to co-opt Julia to membership of the Committee, as proposed by Ian McPherson and seconded by Alison Gray.

3: Minutes of previous PPG Committee (1 February, 2023)

The previous minutes were accepted without amendment and approved unanimously.

4: Feedback from patients - compliments, comments, concerns

Kerry Thompson (Surgery manager) presented a summary of feedback from patients since the previous meeting. There had been three official complaints. Some misunderstandings by patients had been resolved following phone-calls from their GP. There had been six returns of the Friends and Family form in February. These included the usual mixture of compliments and concerns.

The meeting discussed the case for encouraging patients to make more and better use of these forms and of any convenient alternative method. Patients would be encouraged to make use of a QR code where they found this convenient. The meeting discussed whether the Surgery could send a request for feedback after each patient had completed an appointment. This is a common practice in other areas of service. Might this burden staff with too much feedback? Might the Care Quality Commission favour such a process for improving feedback? Might it be worth giving such a process a trial for a limited period, taking account of both staff and patients' experience? The apparently high level of patient satisfaction would in this way be substantiated to support morale. Such a process could be tried to discover whether its benefits outweighed costs. Kerry agreed to keep the issue of patient feedback, and the various possible initiatives available in this area, under review.

The meeting was pleased to learn that the Surgery's use of their duty doctor scheme was so supportive of patients who passed the triage questions, by ensuring the list for the duty doctor was always kept open with regard to time of day and patient numbers. Surgery staff should be commended for this example of excellent patient service.

5: News from the Surgery

Dr Walker reported that two builders' tenders for the new building had been received and these were within the set budget. With regard to the spring booster vaccination for groups more at risk from Covid 19, invitations to eligible patients would be issued by Minchinhampton Surgery in stages, starting probably in mid-April. It was not yet known which version or versions of vaccine would be made available. Only some local arrangements were currently known and, as before, arrangements might vary between surgeries in different areas. Patients should normally wait to receive their invitation from the Surgery, rather than approaching the Surgery first. Information about alternative vaccination centres was not yet available.

6: Patient Transport Service

Gerald Ford reported that PPG drivers had made 392 trips with patients in the previous three months, a very high rate of service. The area across which patients had asked for driving had included as far as Oxford, although most journeys continued to be very local. Parking at Gloucester Royal Hospital continued to be a matter of concern, due mainly to the number of waiting ambulances. There are currently twelve regular drivers. The meeting discussed the continuing search for new volunteer drivers. Gerald and all other drivers were thanked warmly for their much appreciated work. Gerald brought to the meeting the Jim Gregory Cup, currently awarded to the PPG drivers for their outstanding community service for Minchinhampton.

7: Pharmacy Liaison – compliments, comments, concerns

Ian McPherson reported in place of John Cleever who had sent his apologies. While Boots pharmacy reported some continuing shortages of medicine, overall there was some improvement in the availability of medicines needed for prescriptions. The staffing situation was currently good, with no outstanding vacancies. The Minchinhampton manager, Naomi Wood, was as ever pleased to speak with customers about their needs, concerns and compliments. The meeting discussed the reported recent closure or sale of Lloyds pharmacies across the country. This seemed likely to have repercussions for Boots in Minchinhampton, as elsewhere, even though it was not possible to foresee all such consequences at this stage. John Cleever was thanked for his continuing liaison work and asked to monitor, as practicable, how the changes affecting other local pharmacies, including the supermarket pharmacies, would be affecting Minchinhampton patients in various ways.

8: Treasurer's report

Brian Whitaker noted that it had been a quiet period since the previous meeting, with one cheque issued to cover the cost of the previous meeting at the Cotswold Club.

9: Recruiting for PPG Committee etc.

Graham Spencer reviewed steps being taken. Minchinhampton library was intending to support the "Help Out" volunteering campaign associated with the coronation of Charles III in May and had invited the PPG to share information on our opportunities for volunteers. It was agreed that the secretary should consider suggestions for revising the draft paper on PPG volunteering, issued with the agenda for this meeting, and then send the revised sheet for

inclusion in the Library's display. Opportunities for driving patients and for service on the Committee would be covered.

10: Speaker for next AGM (Wednesday 27 September, 2023)

It was agreed to invite David Rawlings, Children's and Young People's Development Officer for Stroud District Council. Website <http://www.stroud.gov.uk/community-health-and-wellbeing/children-young-people> David had recently made a valuable and effective presentation on health-related matters to our local PPG Network. His focus on children and young people is appropriate given the PPG Committee's current efforts to attract new members such as younger parents.

11: Defibrillator Support Volunteer Scheme (DSVS) Minchinhampton?

The meeting considered the paper prepared by the secretary on such a scheme. The PPG at Frithwood Surgery, Bussage and Chalford, was trying to set up a scheme of this kind. After wide-ranging discussion it was decided that the current local availability of defibrillators, including those at the rear of the Crown and at the Surgery, and possibly elsewhere, was a relevant factor. Additionally, evidence and experience suggested that chances of survival were unlikely to be significantly improved by setting up a team of PPG volunteers trained to operate a local defibrillator when the ambulance service was late in arriving. In view of these considerations the meeting decided not to attempt to set up a scheme of this kind.

12: Any other business

Gervase Hamilton drew attention to a report that the Care Quality Commission had recently been critical of the weekend out-of-hours GP service that was supposed to be provided across Gloucestershire by a private company called PPG (Positive Practice Group). It was noted that such service was no longer the responsibility of local GPs and their surgeries, but should be ensured by Gloucestershire NHS (Integrated Care System). Gervase asked for more information on this situation. The secretary undertook to find this.

13: Next meeting: Wednesday 7 June 2023 in the Cotswold Club, Front Parlour.

The meeting ended at 8.09 pm.

Graham Spencer (Chair) and Ian McPherson (Secretary) (April 2023).