

**MINCHINHAMPTON SURGERY PATIENT PARTICIPATION GROUP (PPG)
COMMITTEE MEETING Wednesday 1 February 2023 at 7.00 pm at the Cotswold
Club (Front Parlour)**

MINUTES

1: Attendance and apologies

Present: Graham Spencer (Chair), Brian Whitaker (Treasurer), Gerald Ford (Transport officer), Kerry Thompson (Surgery manager), Dr. John Beard (Surgery GP), Dr. Freddie Walker (Surgery GP), Eve Jackman (Vice chair), John Cleever (Pharmacy liaison), David Nurden (Driver), Gervase Hamilton, Jenny Crook, Ian McPherson (Secretary).

Apologies: Colin McCleery.

2: Minutes of PPG Committee 8 November

Approved without amendment. The matter arising (Paper for recruiting new Committee members) is included at (8) below.

3: Feedback from patients - compliments, comments, concerns (Kerry Thompson and others)

Kerry reported on returns of the *Friends and Family* form over the last three months. All these returns had been online. Most of these were very supportive. One critical response was about difficulties in making an appointment with a GP. Such difficulties were reported much less as the worst of the Covid pandemic had passed. A new way of making informal complaints, by using a dedicated phone number, was being considered. The Surgery newsletter was being restarted and would be issued at intervals of two months. The PPG could contribute to this, adding an email address for further information etc. (See also [10] below).

4: New surgery progress report (Dr Freddie Walker)

Dr. Walker reported that the plans for the new surgery were going out for tender in the week beginning 6th February. The archaeology survey had been made and produced no problem. Asbestos contamination had been investigated and was to be dealt with. The Roads authority conditions had been met. There were no plans for domestic house-building on the Vosper Field. It was hoped contractors' site works could start by August 2023 and building be completed by August 2024. Dr. Walker invited the PPG Committee to send to the Surgery proposals for extra services and extra equipment which could be used in available spaces in the new building. Examples might include ultra-sound facilities, other clinics, physiotherapy, and chiropody; while services might be either NHS or non-NHS as appropriate. Responses would be needed at the Surgery before 24th February. (Post-meeting note: Please send responses to Ian McPherson by 17th February, to allow for time to collate these before they are forwarded to the Surgery).

5: Patient Transport Service (Gerald Ford)

Gerald reported that there were currently 18 volunteer drivers, but that only 8 or 9 of these

were driving regularly. On average there were 40 trips a month taking patients to and from their health appointments. Patients were currently being asked to pay 60 pence per mile, to take account of current fuel prices. With regard to publicity for the PPG, there were approximately four pages on the CCTV screens in the Surgery waiting-area. A third transport coordinator was still needed and a potential volunteer would be approached in due course.

6: Pharmacy Liaison – compliments, comments, concerns (John Cleever)

John reported that out-of-stock medications continued to be a problem, but that Boots and the Surgery worked together as far as possible to remedy this. Not all patients understood that such problems were widespread. Occasionally these patients regrettably abused pharmacy staff, assuming mistakenly that the latter were responsible for these shortages. However, many agreed that Boots' staff were regularly providing excellent, often speedy, service – even in difficult circumstances. Some customers needed to understand that generic substitutes for their favourite branded medicine were perfectly acceptable and usually cheaper.

7: Treasurer's report (Brian Whitaker)

Brian reported that a PPG transport-scheme phone bill for about £72 had recently been paid. The PPG's investment bond would be coming up for renewal later in the year, so that prior thought was needed about any possible expenditure for larger needs, perhaps for the new building, before deciding on the new term for the renewed bond. It was noted that the Surgery had not recently asked the PPG to pay for the drinking water cooler in the waiting area. It was confirmed that a second signature was needed to authorise PPG cheques over £500 and that, in addition to the treasurer, other PPG officers authorised to sign cheques, when needed, were the chair, the secretary, and the transport officer. The treasurer had in hand arrangements for reimbursing the Parish Church for use of the Porch Room (for the 2022 AGM) and for donating to the Cotswold Club for each Committee meeting held there.

8: Recruiting for PPG Committee (Graham Spencer and others)

Graham reported on steps taken to improve recruitment. Gerald Ford reported that the Parish Council did not wish to take further steps in addition to being represented informally by him. Graham had prepared the paper issued for the present Committee meeting (paper 3), for wider distribution to those who might be interested in joining the Committee. The Parish Church administrator, Vicky Hayward, had agreed to pass this on to groups associated with the Parish Church. PPG Committee members could also pass this on to potential new members, along with their own personal recommendation as appropriate. (Post-meeting note: the PPG secretary would ask if the Surgery newsletter could include a link to Graham's paper).

9: Place for next AGM?

The Committee agreed that the AGM in September 2023 would be best held in the Porch Room at the Parish Church and that the secretary should arrange this.

10: Any other business. Report on informal meeting at the Surgery (24/01/23).

The chair explained that he, with the vice chair and secretary, had met Dr Freddie Walker at the Surgery. This informal meeting had been welcome and constructive. A note of the

meeting had been prepared and would be circulated to all Committee members once it had been agreed by the Surgery. (This relates to matters mentioned at [3] above).

11: Date of next meeting: Wednesday 5 April 2023 in the Cotswold Club, Front Parlour.

The meeting ended at 8.06 pm.

Please let the secretary know as soon as possible if there seems to be a problem of accuracy in these minutes.

Graham Spencer (Chair) and Ian McPherson (Secretary) (February 8th, 2023).