

**MINCHINHAMPTON SURGERY PATIENT PARTICIPATION GROUP (PPG)  
COMMITTEE MEETING**

**Wednesday 7 June 2023 at 7.00 pm at the Cotswold Club (Front Parlour)**

**MINUTES**

**1 [a] Attendance and apologies**

Eve Jackman (Vice chair) chaired the meeting as Graham Spencer was away.

**Present:** Eve Jackman, Brian Whitaker, Alison Gray, Gerald Ford, Jennifer Crook, Gervase Hamilton, Kerry Thompson (Surgery manager), Dr. Freddy Walker GP, Julia Langridge (Surgery staff), John Cleever, Maggie Cornock, Colin McCleery, Ian McPherson.

**Apologies:** Graham Spencer, David Nurden.

**1 [b] Proposed co-option:** Maggie Cornock was proposed for co-option by Eve Jackman, seconded by Gervase Hamilton. Maggie's brief CV had already been circulated. The meeting unanimously approved co-option and welcomed Maggie to the Committee.

**2: Minutes of PPG Committee 5 April 2023**

The minutes were accepted as accurate and approved without amendment. All matters arising appeared to be covered by the agenda.

**3: Feedback from patients - compliments, comments, concerns**

[a] Trial of texted memo for patient feedback: Kerry Thompson reported that the planned trial for one month was nearly completed. Patients were asked by texted memo, sent soon after their appointment, to complete and return the Friends & Family Form, online if possible. So far 62 responses had been received, mostly very good. Additionally the traditional paper feedback had been continued. The very small number of problematic responses had been followed up as appropriate. The positive responses had given a boost to staff. It remained to be seen whether the high and positive response rate would be maintained after any novelty effect faded. The Committee was pleased to learn that the trial had been so successful.

[b] Lunch-time team meetings for Surgery staff: This trial was proceeding well. It was intended to meet the need for enhanced communication between all staff, since all staff are part-time and working at different times. The new short meetings at lunch-time were working quite well, even though not a complete solution. Care was taken that they did not adversely affect other areas of work. The Committee was interested to learn about this flexible and encouraging approach to problem-solving.

[c] Other matters: The Social Prescribing team works for the Primary Care Network (PCN) of four local surgeries including Minchinhampton (with Frithwood [Bussage & Chalford], Prices Mill [Nailsworth], and Painswick). Julia Langridge had almost completed the new Surgery newsletter for June and shared draft copies with the meeting. The Committee welcomed the newsletter section on the PPG, as well as the overall attractive presentation and engaging contents.

#### **4: News from the Surgery**

Dr Freddie Walker informed the meeting that a contract had been signed with a Gloucester building company (Markey Ltd < <http://markeyconstruction.co.uk/> > ) for construction of the new health centre. Site excavations were expected to start soon. The Committee was delighted to hear about this progress.

#### **5: Patient Transport Service**

Gerald Ford gave a summary of work done by PPG drivers since the previous meeting. The majority of journeys had been local. Some longer journeys had included Oxford. Generally the service was managing to meet demand, even though this could be difficult over summer months. Parking at Gloucester Royal Hospital main site (Tower) continued to be difficult, due to the large number of ambulances still waiting to hand over patients. One patient at Gloucester had failed to reconnect with a driver after treatment and had gone home by taxi without first letting the driver know. Normally mobile phone messaging should be able to avoid any such problem. The meeting thanked Gerald and Coralie, and all the other drivers, for their dedicated service for all these patients.

#### **6: Pharmacy Liaison**

John Cleever explained that Boots' pharmacy in Minchinhampton was still working extra hard to process all the extra prescriptions coming from patients affected by the closure of other pharmacies in the area. This includes the closure of some pharmacies in supermarkets, previously maintained by Lloyds. The new pharmacy being opened by Badhams (in the Old Market, Nailsworth, in the former Lloyds premises) appeared not yet ready to dispense prescribed medicines, although this could change soon. Staff in Boots (Minchinhampton) were sadly sometimes being subjected to completely unwarranted abuse by occasional customers lacking understanding of the current situation. John undertook to write to Boots area management praising the local staff for their highly commendable work. John also continued to keep the Surgery updated on local developments as relating to service, including the unavailability of some branded (non-generic) medicines. John was thanked for all his liaison work.

#### **7: Treasurer's report**

Brian Whitaker reported that the annual subscription to the National Association for Patient Participation (NAPP) had been paid, renewing PPG membership. The phone bill for the patient driving service had also been paid. Brian was working on preparing the annual accounts for the AGM. The meeting thanked him for his attention to all such matters.

#### **8: Update on GP Out Of Hours Service - Practice Plus Group Ltd**

Ian McPherson summarised the difficulties in discovering more about the long-standing problems with this service and about what NHS Gloucestershire, as the area commissioning body, was doing to require and achieve improvement of this contracted-out service, following years of criticism by the Care Quality Commission (CQC) and by dissatisfied patients. Ian was in communication about this with David Drew, as a local representative on Gloucestershire County Council (GCC) who serves on the GCC's Health Overview Scrutiny Committee. Ian had drafted a letter on these problems to Sir Geoffrey Clifton-Brown MP.

This draft was awaiting scrutiny from Graham Spencer, so that it could be sent by the PPG's chair and secretary, on behalf of the Committee. Ian undertook to email PPG members asking for any local experiences of problems with the Out Of Hours service. (Post meeting note: it has since emerged that the name of the company has been changed; details from Ian and at the next meeting).

**9: Arrangements for AGM (Wed. 27 Sept., Porch Room, Parish Church, 7-00 pm).**

David Rawlings had confirmed he would be able to make his invited presentation, on children's and young people's work relating to health. Alison Gray and Eve Jackman had volunteered to deal with light refreshments. Ian reminded the Committee that nominations for the new Committee for 2023-24 remained open right up to the final stage of the AGM process, so they could be added to at the AGM if patients wished, and were of course subject to confirmation and voting if needed at the AGM. A revised paper had been issued to the Committee (paper V2) for further consideration, as part of this annual process.

**10: Proposed constitutional amendment**

The Committee noted the proposal from the secretary to add a sixth officer, the immediate ex chair, to the PPG constitution. Noted, from the constitution: "Amendments to the Constitution. Any proposed changes to the Constitution shall be notified to the Secretary not less than 4 weeks prior to the AGM. The Constitution may only be amended by a 2/3rds majority at the AGM." The aim of this change is to ensure that, when there is an immediate ex chair, their experience and understanding should still be available to, and appreciated by, the Committee.

**11: Dates for Committee**

Wed. 1 November 2023 - confirmed. (Still to be confirmed: Wed. 7 Feb 2024, Wed. 3 April 2024, Wed. 5 June 2024). Date of AGM 2023: as given at (9) above.

**12: Any other business**

The Committee noted the need to refresh the PPG web pages hosted on the Surgery website. This would better be done, following the AGM, by a short-life working party, meeting online or in person as appropriate. Volunteers for this would be invited in due course.

The meeting ended at 7-45 pm.

Eve Jackman (Vice chair and chair for this meeting) and Ian McPherson (Secretary) June 2023).