

Minchinhampton Surgery Patient Participation Group

Committee meeting held on Wednesday, 1st November, 2023

At 7-00 pm at the Cotswold Club, Front Parlour

MINUTES

M1. Attendance and apologies

Present: Eve Jackman, Gerald Ford, Jennifer Crook, John Cleever, Anne-Marie Marlow (Hon. President), Brian Whitaker, Maggie Cornock, David Nurden, Graham Spencer, Colin McCleery, Kerry Thompson (Surgery Manager), Dr. Freddie Walker (GP Partner), Ian McPherson.

Apologies: Gervase Hamilton, Alison Gray, Judith Cleever (Invited).

M2. Update from the Practice Manager (Kerry Thompson)

Patients' responses using the *Friends & Family* form continued to flow in, now mostly by email. For example, in September, 227 email responses were received and 7 handwritten responses. 95% of all responses were "Good" or "Very good." The few less positive responses were typically based on some misunderstanding that could be cleared up. The autumn vaccination campaign (for Covid and flu) was now finishing and had been effectively organised, based on previous experience. Some 3000 extra appointments, almost entirely on Saturdays, had been provided, mostly with both vaccinations at the same time. A few extra weekday clinics would be needed to complete the campaigns. The NHS now had a contractual obligation for Primary Care surgeries to provide patients with access to their records. The general scheme for this was switched on at the end of October. Patients could access their records via NHS apps, although there seemed to be some initial problems for some patients in using this software. Minchinhampton Surgery patients had in any case been offered full access to their records for a long time.

The Committee was pleased to learn of the continuing success of the new way of encouraging patients to use the *Friends & Family* test for feedback after interaction with the Surgery. Ian McPherson reminded the Committee that the papers for this meeting included a recommended article by Jennifer Skillen (Nailsworth) on a research-based method of analysing patients' responses to the *Friends & Family* form. Would this method be useful for the large numbers of responses now being received at Minchinhampton? Ian suggested further thought be given to this method of analysis.

The committee was delighted to learn more about the successes of the autumn vaccination campaign and congratulated all concerned on this huge amount of

extra work as well as on its excellent organisation, providing protection for vulnerable patients and the NHS through the coming winter.

M3. Update on the new building (Dr Freddie Walker).

Dr Walker reported on the recent turf-cutting ceremony at the Vosper Field, launching the building work on the new medical centre. The builders, the GP Partners and the PPG had all been represented at this welcome event. Dr and Mrs Beard produced delicious brownies for the occasion. Dr Walker suggested he might use Facebook to share a regular update on the building. It was hoped the building work could be completed in about twelve months.

M4. Minutes of previous Committee (7th June 2023)

These were approved without amendment. Matters arising:

[c i] Out of Hours GP service Sir Geoffrey Clifton Brown had forwarded a response from NHS Gloucestershire to the Committee's concerns about the reported inadequacy of some features of the Out-Of-Hours service. The contract for both 111 calls and GP visiting at unsocial hours was being renegotiated and better arrangements were anticipated as soon as practicable.

[c ii] AGM 2023 review: David Rawlings (Stroud District Council) had sent his apologies for not being able to make his presentation to the AGM, due to Covid. The Committee suggested he could be approached with a view to addressing the next AGM. Other suggestions for a speaker included someone on the Door (young people's charity) project in Stroud or someone on social prescribing. It was decided that the AGM would be better held in the traditional month of May, as this could encourage better attendance. The change would require some adjustment of dates for other meetings in 2024. The secretary would implement these decisions. The Parish Church had apologised for the lack of hot water in the kitchen at the time of September's AGM.

[c iii] PPG webpages refreshed: Sophie Banks, Assistant Practice Manager, was thanked for updating much of the PPG section on the Surgery's website. It was noted that the changes of officers at the AGM were still to be registered on the website. Ian McPherson apologised for this delay. Not everyone was aware how to find the PPG section on the Surgery website, opened by clicking, for the drop-down menu, on the three small horizontal lines in the top left corner of the Surgery's home page. The PPG section also includes other key information such as the aims of the PPG, useful for publicising the PPG to those needing to know more.

M5. Follow-up for Sophie Ayre's AGM presentation in support of PPG expansion The Committee considered a draft minute for the AGM with some comments by the secretary on Sophie Ayre's suggestions. To take these suggestions further it would be important to discuss them initially with Kerry

Thompson and then probably use a PPG short-life working group. The chair and secretary would arrange an initial meeting with the Practice Manager.

M6. PPG & Dr Susie Weir's *a cappella* fundraising event for new building.

The Committee discussed Dr Weir's proposal that the PPG could be involved in such a fund-raising event, in support of extras for the new medical centre, and agreed to this. The event would be held in the Parish Church, probably in March 2024. The Church would be asked to support this as a local fund-raising charitable event, which could be relevant to costings. Brian Whitaker and John Cleever offered to support such an approach, with representations to the Church, once preliminary discussion with Dr Weir had prepared the way for this. The chair and secretary would meet Dr Weir for initial discussion and keep the Committee informed.

M7. Review of PPG Constitution The secretary proposed that some minor revision of the PPG constitution was worth considering. The time limits on Committee membership now seemed to be an unhelpful complication. Additionally, perhaps some general updating may be needed. Ian will send the Committee a draft of the suggested changes for consideration and comment. Following this, if further discussion is needed, a short-life working group could be set up. The Committee agreed that such reconsideration of the constitution should proceed.

M8. Patient Transport Service Gerald Ford reported that drivers had been very busy during October. Over 90 calls had been made arranging transport requested by patients. Among longer journeys, there had been two to Oxford. More drivers are needed, as well as a third coordinator in addition to Gerald Ford and Coralie Nurden.

The Committee discussed ways of searching for new drivers. Current drivers themselves could be effective recruiters. Written publicity is also needed, perhaps in the Parish Church magazine, as well as other places. (The transport scheme is described in the PPG section on the Surgery website. As not everyone is aware of how to access this, people need reminding to spread the word on how to do this, by going to the Surgery home-page, clicking on the three small horizontal lines at the top left of the page, and then scrolling down the list that appears).

A new list of typical prices for drivers to claim from passengers had been prepared, based on the non-profit rate of 60 pence per mile. This should help to ensure improved consistency in charging. Drivers are also entitled to claim extra miles between homes, when these are relevant. Where such differences are involved, this should be explained to passengers, to avoid any possible misunderstanding.

A meeting for drivers was being organised, so that these issues and any others can be discussed. The Committee authorised expenditure of money by the transport coordinators to purchase a bottle of wine for each driver, as a Christmas gift, in recognition of their much-appreciated service. The Committee thanked all involved in the transport scheme for their continuing hard work.

M9. Treasurer's report Brian Whitaker had recently paid to Ecclesiastical Insurance the annual fee for insurance cover (not driving insurance, but general public liability) for PPG drivers. Brian confirmed that he had now reinvested the PPG savings bond (Cambridge and Counties Bank) as approved by the Committee, for two years at 5-2% p.a.

M10. Any other business.

(a) Pharmacy update John Cleever reported that considerable problems were still being experienced at Boots pharmacy, Minchinhampton branch. Some patients and customers were not willing to return to Nailsworth to use the new pharmacy there. Boots staff were still coping as best they could with extra work. Urgent prescriptions were still being given priority. The shop was still closing from 1-00 to 2-00 pm for a lunch-time break. Regrettably staff were still subject to verbal abuse by a few frustrated people. John had written a letter of thanks to Boots, praising the staff's continuing efforts to serve so well in the face of such demands and constraints.

(b) Continuous glucose monitoring kit for diabetics? Graham Spencer described the benefits of such kit, often referred to as monitoring patches linked to a smartphone, asking if such equipment is available for Surgery patients, and – if not – whether the PPG might assist with some trial of such arrangements. It was agreed that the Practice Manager should be asked about this.

Post meeting note: dates of next Committee meetings and AGM (to be confirmed): Wednesdays 7 February, 3 April, and 3 July. Provisional date for AGM: 1st May or 8th May. (NB some of these dates replace previous dates).

The meeting ended at 8-10 pm.

Ian McPherson (PPG secretary) November 2023.