

PPG AGM Minutes 2023

MINCHINHAMPTON SURGERY PATIENT PARTICIPATION GROUP (PPG)

AGM MINUTES 2023

(27/09/23, the Porch Room, the Parish Church at 7-00 pm)

M1. ATTENDANCE and APOLOGIES

Present: Graham Spencer, Eve Jackman, Brian Bertram, Kate Bertram, Judith Cleever, Jennifer Crook, Gerald Ford, Alison Gray, Gervase Hamilton, Anne-Marie Marlow, David Nurden, Ian McPherson, Kerry Thompson, Dr. Freddie Walker, Alison Weller.

Apologies: John Cleever, Maggie Cornock, Claire Feeley, John Jenkins, Hilary Kemmett, Colin McCleery, Susan McPherson, David Rawlings.

M2. MINUTES OF PREVIOUS AGM

The minutes of the 2022 AGM were approved unanimously, without amendment. All matters arising had been overtaken.

M3. GUEST SPEAKER

David Rawlings (Stroud District Council, Development Officer for Children & Young People) was ill and had given his apologies. The chair welcomed Sophie Ayre (NHS ICB Engagement Manager for Gloucestershire) to speak on ways in which PPGs could widen their membership, including varieties of younger people, and be supported by NHS Gloucestershire in such development.

Sophie gave examples from two Gloucestershire PPGs that have been working with local schools. Winchcombe surgery and PPG have run an annual Health Day for schools, to let young people know more about the NHS, the surgery and the importance of their own voice.

Chipping Surgery/Medical Centre (Wotton-under-Edge) and PPG have worked with the local secondary academy, Katharine Lady Berkeley's (KLB) School. A research project (mental health issues selected by students), involving self-selecting students in the first year of sixth form, has been run by the PPG chair, using his professional research/survey expertise. Findings have been reported on TikTok, showing gaps in effective local provision of health education and care. Similarly, some PPGs have used quizzes for pupils.

Minchinhampton PPG could consider making use of local publicity opportunities, such as the regular Minchinhampton market in the Market House.

Some ways in which Gloucestershire NHS (ICB/ICS) offers to support PPGs:

Network meetings for Gloucestershire. Ian attends these by Teams (online).

NHS Gloucestershire can offer survey tools online, using text messages to patients via surgeries.

NHS can make videos including PPG representatives (and surgery staff if appropriate) to publicise PPG aims, values and activities. One of these videos may be accessed online at *One Gloucestershire*.

Surveys often show patients' interest in talks on health education by surgery staff, eg women's health, men's health, mental health (especially for young people). If held in evenings, these meetings are more practicable for people who work during day. Another popular kind of event is an introductory tour of the Surgery, including some staff, premises, equipment, etc. These kinds of event can be offered as joint PPG & Surgery meetings and include explanation of PPG activities, etc.

Gloucestershire ICB could offer primary schools a half-hour workshop with pupils, run by an ICB representative. This could use photos of activities and ask children to select one that makes them feel good. This becomes a conversation starter for mental health concerns – anxieties, insights, family concerns, local issues, etc. This can appeal to younger parents. Another kind of activity is a mapping exercise: showing places that are helpful for children's health, for example, walking, buying healthy food, sport – places where people go.

The strategy would be to take the PPG to others – children, young people, younger parents, middle-aged parents and others., rather than expecting others to come to us. Young people who are carers can be harder to reach due to their many responsibilities.

If young people, thinking of working in some area of health and care, are applying to college or university, or for an apprenticeship, their personal statement (etc) can be enriched by showing knowledge and experience of PPG activities, while PPG representatives might be able to offer some sort of mentoring, eg including suggested contents for personal statements.

Young people can be asked, "What's on your mind?" to do with health issues. Online resources are available for this. There is also a link here with Gloucester Royal work with people in mental crises. Facebook seems currently the most used of social media for engagement with people in general.

Headteachers will advise on whether parental consent is needed for specific kinds of activity with young people. The same applies to the need for a basic Disclosure and Barring Service (DBS) check.

Materials distributed by Sophie included the NHS card "Five Steps To Wellbeing".

Following Sophie's main presentation, PPG members asked questions, made comments and suggestions, and expressed their appreciation for her wide-ranging and helpful suggestions. Further work on such suggestions was delegated to the PPG Committee.

M4. SURGERY PERFORMANCE REVIEW 2022-2023, INCLUDING PATIENT FEEDBACK: KERRY THOMPSON, SURGERY MANAGER

Kerry summarized the year as an extra tough one, due mainly to Covid and its effects, producing extra pressures on appointments and waiting times, and so on staff workloads. However, on the brighter side, the findings about Minchinhampton Surgery in the NHS's GP Patient Survey for England, published in July 2023 < <https://www.england.nhs.uk/statistics/2023/07/13/gp-patient-survey-2023/> > had once again been generally well above average, both for England and for the county. For example, 93% of patients' responses agreed it was easy to contact the Surgery by phone, while 87% were content with the choices offered for appointments. Waiting times for non-emergencies were between 7 and 21 days, depending on the preferred member of staff. Emergencies were all given medical responses on the same day. Many further details were available online, including statistical aspects such as the size of the samples used in the national survey.

During the year, the Surgery had 29 staff, including the cleaning team and provision of cover. The seven Partners' hours worked amounted to four full-time GPs. Drs Walker and Xerri had taken on extra work in response to higher patient appointments. The training programme for the two GPs in training (registrars) had been maintained. In general staff retention had been good. The strong nursing team had undertaken extra training, including for triage. The five local Practices that made up the local Primary Care Network were represented at weekly meetings, sharing ideas on best practice and improvement. Some work by specialist staff continued to be funded by Minchinhampton Surgery Charitable Trust. New receptionists had been recruited and trained. The *Friends & Family Test* survey form was being sent by text to patients after appointments, to gain better feedback via text. More than 1160 responses had been received since this procedure started in May 2023. 93% of these responses had been graded "very good" or "good". Initially there had been some reservation about using this approach, in case it provoked some reaction in terms of "too much". However, there was little evidence for such reaction, and the approach was being continued for the sake of the large amount of useful data being collected.

M5. UPDATE ON FLU AND COVID VACCINATION Kerry Thompson described how vaccination clinics had been running on Saturday mornings (8-30 am to noon) and would continue to the end of October when all those due for vaccination should have been covered. The supply of vaccinations was sufficient to meet this plan, even though tight at times. Patients could book their appointment online as well as by phone. Generally, flu and Covid vaccinations were being given at the same time. The new Pfizer vaccine, recommended for more recent Covid mutations, was being used. 76% of the eligible patient population had take part so far, with 620 vaccinations being completed. When patients could not be contacted by text or email, the assistant Practice manager, Sophie Banks, was phoning them.

M6. UPDATE ON THE NEW BUILDING: DR. FREDDIE WALKER. Dr Walker reported that the planning for the new health centre had been agreed, a building company had been appointed, the NHS funding (ring-fenced) was coming in, and building work was expected to start in October 2023. It was anticipated that building work would at best take twelve months. The meeting discussed how the location would affect patients' journeys for appointments. Among various possibilities, a dedicated mini-bus service had been considered but would not be practicable, as well as very expensive to supply. PPG drivers would be needed to transport those patients who could not make alternative arrangements. Parking for cars at the new site had been carefully planned and would be plentiful, for the foreseeable future.

M7. OVERVIEW OF THE PATIENT TRANSPORT SCHEME 2022-2023 Gerald Ford reported there were already 48 booking for the current month., including two to Oxford. The PPG is hugely grateful to the volunteer drivers. There were currently 18 drivers on the PPG list, and of these 8 were being used most often. Some patients had commented on apparent differences in charging for trips. In some cases this could be due to a misunderstanding of how the scheme worked. Drivers are entitled to charge the agreed non-profit rate for the actual miles driven. This could be affected by where the driver and patient lived. There was a list of typical prices for typical return journeys to the Surgery or to hospitals. The details of this list needed to be checked and updated. An explanation of why charges could vary should be added, as a reminder. Best practice was for drivers to explain pricing policy when ringing

patients to make arrangement for the journey. Where parking charges applied, these needed to be added to the total charge.

M8. PPG ANNUAL ACCOUNTS: BRIAN WHITAKER, PPG TREASURER

Brian reported that the PPG remained solvent and tabled a sheet of inspected and signed accounts, in addition to his treasurer's statement. It had been a quiet year for the treasurer, with only 13 cheques issued. Our current account with Lloyds Bank had a healthy balance in excess of £8000. The Cambridge and Counties Bank bond was due to mature in October 2023. Brian had investigated the options for renewal and recommended reinvestment in the Cambridge and Counties two-year bond at a fixed rate of 5% pa. This would yield approximately £5500 over the two years. This was approved. The PPG would wait for the GP Partners to make any request for extra equipment for the new health-centre. The two biggest items of expenditure during the financial year had been £369.88 for phone costs for the transport scheme, and £298.19 for public liability insurance, with Ecclesiastical Insurance, covering the transport scheme. (The signed accounts are attached to the AGM email as a jpg file).

M9. CHAIR'S ANNUAL REPORT ON THE PPG 2022-2023: GRAHAM SPENCER

Graham recalled he had become PPG chair following the sad death of John Harrop, during the Covid pandemic. During the following years, much of the time Graham had held this office had been dominated by the pandemic and its consequences. It had been necessary to cover PPG issues by phone and email so long as face-to-face meetings were ruled out by the need not to pass on the virus. One Committee meeting had been held using Zoom. Having served three years, he had decided it was time to step down. He was convinced that PPG remained an essential route for making the patient voice heard, and this would be no less important during the transition to the new building. This building would be an asset for everyone. Enough consultation on its development would be needed to take the people of the town with us. Graham wished the PPG well in its continuing contribution to this. He thanked the Committee for their support, and especially Eve Jackman as vice chair, Gerald Ford as transport coordinator, John Cleever as pharmacy liaison officer, Brian Whitaker as treasurer, and Ian McPherson as secretary. Ian thanked Graham for his service and support over the last three years and pointed out that the Committee had unanimously approved the constitutional amendment (see M11 below) that would allow the Committee to continue to benefit from Graham's presence, experience and wisdom, while in the position of immediate past chair.

M10. ELECTION OF PPG COMMITTEE FOR 2023-2024. Patients attending the AGM had been sent a memo on Committee numbers, officer roles, and nominations received to date. Further nominations were invited at the AGM but none was made. The nominations already received were proposed, seconded and approved unanimously. Therefore, the following were duly elected officers and members of the PPG Committee for 2023-2024.

Positions on the Committee

A: Five Officers

- 1: Chair: Eve Jackman.
- 2: Vice-chair: Gervase Hamilton.
- 3: Secretary: Ian McPherson.

4: Treasurer: Brian Whitaker.

5: Transport Officer: Gerald Ford. (See also M11 below).

B: Nine more members of the Committee, including three nominated by or from the Practice (Practice Manager, GP, and one more of Practice staff).

6. Kerry Thompson – Practice Manager

11. Colin McCleery (Ex treasurer)

7. Dr Freddie Walker GP

12. Jennifer Crook

8. Alison Gray (Driver & DBS)

13. Julia Langridge (Practice staff)

9. John Cleever (Pharmacy liaison)

14. Maggie Cornock

10. David Nurden (Driver)

M11: CONSTITUTIONAL AMENDMENT APPROVED BY COMMITTEE. The AGM approved unanimously the following addition to the officers of the PPG: “The immediate past chair of the PPG”. The secretary would ensure that the constitution is amended accordingly. This means that the name of Graham Spencer is now to be added to the above list of PPG officers for 2023-2024. This makes the new total membership of the Committee 15, not 14.

M12: ANY OTHER BUSINESS None.

Graham Spencer (PPG former chair) & Ian McPherson (PPG secretary) (November 2023)