

Minchinhampton Surgery Patient Participation Group

Committee meeting held on Wednesday 7th February, 2024

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

MINUTES

M1. Attendance and apologies

Present: Eve Jackman (chair), Gervase Hamilton (vice chair), Brian Whitaker (treasurer), Alison Gray, John Cleever (pharmacy liaison), Judith Cleever (guest), Gerald Ford (transport officer), Jenny Crook, Kerry Thompson (surgery manager), Ian McPherson (secretary).

Apologies: Dr Freddie Walker GP, Maggie Cornock, David Nurden, Colin McCleery, Graham Spencer.

M2. Update from the Practice Manager (Kerry Thompson).

[i] Compliments and concerns: Responses via the *Friends and Family* feedback were continuing at the high rate encouraged by the new arrangements. These responses were very largely positive or very positive. The few less positive responses were often due to misunderstandings that were quickly cleared up, often by a phone call. The Committee was pleased to learn about such good feedback.

[ii] Discussion of Sophie Ayre's suggestions for PPG expansion: Kerry would be looking at this again, with a view to what might be practicable before the move to the new building. Following the move to the new building it would become easier to take this forward. The Committee appreciated these factors and looked forward to further discussion with a view to planning new initiatives, including some involvement of primary school children.

[iii] Armed forces veteran accreditation: the Committee was pleased to learn this is in hand.

[iv] Recently the old building had been leaking badly, underlining the urgent need for the new building. Repairs have become increasingly problematic over many years.

M3. Update on the new building (Kerry Thompson). Currently the steel framework was being erected. An electricity pylon had to be moved. Building progress was on schedule. Eve Jackman suggested the Surgery could put up a poster in the waiting room reminding patients about use of PPG transport when needed to get to the new building. The Committee recommended that the new building should have the official name of 'The Health Centre'. (Post-meeting

note: the Partners have now let us know the building is still officially to be called ‘Minchinhampton Surgery’).

M4. Update on Dr Weir’s Spring fundraiser 16 March (Kerry Thompson).

Kerry distributed to the Committee copies of the flyer for the fundraising event, named as “Spring Song”. Tickets were now on sale from the Surgery and the M&B Market Stores (Brain Powell, in the High Street). Catering arrangements and other details of organisation were discussed. PPG helpers could have access to the church for preparations from 3-33 to 5-30. The Committee was pleased to learn about all the good progress being made and thanked Kerry for covering so much at this meeting. (This topic is continued below at M6).

M5. Minutes of previous Committee (1st November 2023, attached).

The minutes were approved unanimously and without amendment.

Matters arising: [i] Planning for next AGM: 1st May - David Rawlings, Stroud District Council, had agreed to speak about elements of his work on health education for young people.

[ii] Follow-up for Sophie Ayre’s AGM (2023) presentation: PPG expansion. Continuing from M2 [ii] above. The Committee agreed to restart the practice of inviting speakers and guests to Committee meetings, and not only to AGMs. Usually, it could be sufficient to have a talk of about 15 minutes, followed by about 5 minutes discussion. Suggestions for speakers included the Surgery’s Social Prescriber, Longfield Hospice, Horsfall House, and the Nelson Trust. Further suggestions would be welcome.

[iii] Review of the PPG constitution (draft attached): Ian McPherson took the meeting through the suggested changes. The main changes were to remove “compulsory” retirement from the Committee (as rotation of members could be ensured by other means), to add the position of Pharmacy Liaison Officer (so as to recognised the good work done by John Cleever), and to add, to aims and objectives, occasional donations to the Surgery for medical equipment (recognising established practice). Other, lesser, changes were for clarification, based on accepted precedents. The Committee accepted the proposed changes unanimously without amendment. The draft would be presented to the May 2024 AGM for formal approval. The secretary was thanked for his work on the draft.

M6. Dr Weir’s Spring fundraiser 16 March: further arrangements

(Continued from M4 above). The secretary would ask the Surgery manager if an email could be sent to the three PPG volunteer helpers for the event confirming that they would be able to access the relevant parts of the church for preparation between 3-30 and 5-30 if needed. Catherine Orr, with other Surgery staff, had been helpful in the process of organisation. Raffle prizes had been donated and were appreciated. The Committee suggested that the master of ceremonies at the

event could give a publicity plug for the PPG and the patient transport service, including reference to a PPG poster and flyers available on the night at the church. Eve Jackman was working on finding a volunteer with graphics skills to produce a lively poster and/or flyers for the PPG. (Post-meeting note: copies of the Surgery's *Spring Song* flyer were distributed and members asked to help with wider distribution. More copies could be obtained from the Surgery.)

M7. Patient Transport Service Report (Gerald Ford).

Gerald confirmed that the demand for transport continued at the usual steady rate. Recent longer drives included Oxford and Bristol. Two new drivers had recently volunteered. (Post-meeting note: the meeting for drivers, discussed previously, was being organised by Coralie Nurden, for a date to be announced). Gerald mention two recent cases when patients he had driven to the surgery had incorrect times for their appointments, made by phone. Kerry asked to be given details of any such problem, so she could investigate. It was not unknown for some patients occasionally to get some details wrong, but it should not be assumed that this was what had gone wrong.

M8. Treasurer's report (Brian Whitaker).

Brian distributed printed his treasurer's notes for the Committee and took the meeting through these. "Outgoings for the year to date were £873.89. Interest credited to the investment bond on 29/10/2023 was £807.92. The current account balance at December 2023 was £6822.59. The bond value at December 2023 was £54,669.00. The total assets at December 2023 were £61,491.59." The phone bill for the transport service had recently been paid. At a later stage, the Surgery would probably ask the PPG for new donations for equipment for the new health centre, and the current allocation of PPG funds would allow for this. Brian was thanked for his work.

M9. Pharmacy update (John Cleever).

John reported on his recent liaison work. Shortages of certain medications continued. Boots pharmacy continued to report these to the Surgery as practicable. Currently the pharmacy was without a full-time pharmacist and was advertising for one. There was still a very high number of prescriptions being dispensed every day, due to difficulties experienced by former customers with other pharmacies in the area. Patients continued to be advised that prescriptions marked as urgent by a doctor would be dispensed with all possible speed on the day received. Other prescriptions would take longer and patients should allow for seven days. Patients were reminded to show empathy and patience, sadly not always in evidence The shop continued to be closed between 1-00 and 2-00 for staff lunch and recovery time. The government's new "Pharmacy First" scheme could not yet be operated at the Minchinhampton branch of Boots, as a full-time replacement pharmacist

had not yet been found. Locum pharmacists might have to travel excessive distances, eg from Birmingham or further.

John also mentioned that he had now been selected to serve as People's Panel Member for the NHS One Gloucestershire ICS (Integrated Care System). This panel works together with other bodies, such as HealthWatch Gloucestershire. (Post-meeting note: for further explanation see <https://www.phoenixmrc.co.uk/onegloucestershirepeoplespanelinfo>).

M10. Any other business. Gervase Hamilton asked if there was further news about the proposed NHS renegotiation of the contract for the Gloucestershire 111 and Out-Of-Hours GP services, following a long period of complaints about these services. The secretary undertook to find out.

The meeting ended at 8-10 pm.

Dates of following meetings in 2024: Wednesdays 3 April (Committee), 1 May (AGM), 3 July (Committee), 4 September (Committee), 6 November.

Ian McPherson (PPG secretary) iandsmcp@gmail.com

Eve Jackman (PPG chair) (February 2024)