

MINCHINHAMPTON SURGERY PATIENT PARTICIPATION GROUP (PPG)

AGM MINUTES

WEDNESDAY 1 st MAY 2024, 7-00 PM (PORCH ROOM, PARISH CHURCH)

M1. ATTENDANCE & APOLOGIES

Present: Eve Jackman (Chair), Gervase Hamilton (Vice chair), Gerald Ford (Transport officer), Coralie Nurden (Transport coordinator), David Nurden (Driver), Alison Gray (Driver and DBS compliance), David Rawlings (Guest speaker), Heather Draper (Driver), David McRoberts, Penny McRoberts, Annis May Timpson, Dr Freddie Walker (GP Partner), Kerry Thompson (Surgery manager), Colin McCleery, Ann-Marie Marlow (President), John Cleever (Pharmacy liaison), Judith Cleever, Maggie Cornock, Jenny Crook, Alison Weller (Driver), John Dawes (Driver), Ian McPherson (Secretary).

Apologies for absence: Brian Whitaker (Treasurer), Graham Spencer (Immediate past chair), Susanna Railston-Brown, Brian Bertram (Driver), Kate Bertram (Driver), Sara Mason, Malcolm Mitchell (Driver).

M2. GUEST SPEAKER: DAVID RAWLINGS (Stroud District Council [SDC], Development Officer for Children & Young People) Developing support for children's and young people's health.

David explained how his work fitted in with the relevant Stroud District Council plan and how he worked with schools (primary and secondary) as well as expert groups and individuals, including children's and young people's mental health services, mainly CAMHS (Child and Adolescent Mental Health Services, the NHS services that assess and treat young people with emotional, behavioural or mental health difficulties, sometimes also called CYPMHS, Children's and Young People's Mental Health Services). There are significant connections between reading for enjoyment and better mental health for children and young people, as already encouraged and supported by projects such as "Reading for Good" and "Reading for Pleasure". David had been concerned especially with revising, developing and rebranding the "Books on Prescription" programme, producing a new book collection for borrowing by children and young people, aiming to spread this more widely through primary and secondary schools in SDC's area. This could also be usefully taken up by local libraries, surgeries and health centres, as well as youth groups. As of the date of the AGM it had not yet been possible to connect with Minchinhampton Academy primary school or with Minchinhampton Surgery. If PPG representatives were interested in assisting to make such connections in person, David would be happy to advise and support them, for example by revisiting Minchinhampton to meet with a specialist group of PPG volunteers who could target the primary school or the surgery, or both. Sophie Ayre (NHS Gloucestershire ICB Engagement Manager for Gloucestershire who had spoken on similar lines at the previous AGM) could also assist with this. David's resources can be accessed, in part, online, being public property provided by SDC. The same applied to his professional contact details. The meeting discussed what the PPG might be able to do in such ways. Eve Jackman thanked

David for his valuable contribution to the AGM and to potential PPG consideration of what could be done.

M3. MINUTES OF PREVIOUS AGM (27 September, 2023).

These minutes were accepted without amendment and approved unanimously.

M4. OVERVIEW OF THE SURGERY 2023-2024: KERRY THOMPSON (Surgery manager).

Kerry reminded the AGM of what tough times these continued to be for the NHS and in particular for GP services in primary care. Recovery from the pandemic was still a high priority. In any case, over the last ten years the demand and the need for more appointments had increased hugely, while funding for primary care was still being kept to a small fraction of the overall funding for the NHS. This continued to affect the welfare of both patients and staff.

Kerry presented some of the key annual statistics for the Surgery. There had been 7643 registered patients, with 840 of these patients being given attention on the same day as the booking, including a continuing increase in phone appointments. At peak times, there could be up to 116 calls per hour for reception to cover. The staffing consisted of four whole-time equivalent GPs with the emphasis on part-time working. There were four nurses, eleven receptionists and two secretaries, with extra staff to assist with vaccination programmes, and not forgetting the Practice Manager. The Surgery greatly appreciated the excellent support given by the PPG including the volunteer drivers.

Waiting times for patients were reviewed and discussed every week. The longest wait had been 20 days. Staff were constantly doing all they could to reduce waiting times. The overall feedback from patients continued to be very good (90% of all feedback, mainly from the Friends and Family form). Patients' dissatisfactions and complaints were responded to with all possible speed. A small proportion of anonymous complaints tended to complicate matters. The AGM discussed Kerry's report, especially how waiting time issues could be addressed as effectively as possible. There had been between 40 and 50 patient failures to keep appointments in the previous month (April 2024). In general it helped if patients kept to the guideline of one medical issue per appointment, although it was agreed there could be a case for some exceptions. Most patient complaints, when not specific to individuals, had been about parking or waiting time.

The new building: progress had been delayed several weeks by bad weather. Staff were looking forward to being able to offer more services in the new building. Patients were also looking forward to better parking. There was general excitement at the prospect of the building's completion and opening to patients.

M5. OVERVIEW OF THE PATIENT TRANSPORT SCHEME 2023-2024 (Gerald Ford, Transport officer).

Gerald described how recent typical weeks averaged about 12 trips to appointments. Currently there were 17 drivers on the PPG list, but only 6 or 7 were driving patients regularly. It was hoped a much-needed extra co-ordinator could be found soon, to share the

work with Gerald Ford and Coralie Nurden. The meeting was encouraged to continue the search for new drivers. Copies would be made available to drivers of an updated list of charges linked to destinations for patients. This would assist drivers in checking that all patients knew at least the approximate charge in advance of their journey. Charges for parking applicable at some destinations could vary. Blue Badges for disabled passengers needed to be brought by patients to ensure free parking where applicable.

M6. PPG ANNUAL ACCOUNTS 2023-2024, FOR APPROVAL: Brian Whitaker (PPG treasurer)

Copies were distributed of Brian's annual financial report on the PPG's accounts. The PPG funds were in a healthy position. With regard to the Surgery's request for PPG funding for three pieces of new medical equipment, already considered and approved in principle by the PPG Committee, one was being purchased in the current financial year and the other two in the following year. This timing had been agreed so as not to lose £5000 interest for PPG savings. All routine annual invoices had been paid as usual. Following discussion, the AGM unanimously accepted and approved the annual accounts. Brian was thanked for his continuing work as treasurer.

M7. CHAIR'S ANNUAL REPORT ON THE PPG 2023-2024 (Eve Jackman)

Eve explained that there had been only six months since the previous AGM due to the decision to revert to the previous timing of the AGM in May rather than in November. The latter date had been one side-effect of the pandemic, as well as something of an experiment. However discussion suggested that the May date was preferred by the majority of patients more likely to attend. Eve reported on how she and several other PPG Committee members had assisted the Surgery with organising the "Spring Song" fund raising concert at the Parish Church. The evening had been successful and the funds received were to be used by the Surgery to help cover some of the costs of decoration in the new building, so as to make it a more attractive place for patients and staff. Eve and others had prepared and had printed new posters and flyers to publicise the PPG's patient transport service. These had been distributed to the Surgery, in and around Minchinhampton, and at the "Spring Song" evening. It had been agreed with the Surgery manager, Kerry Thompson, that the records and archives room in the new building could also be used by the PPG for storage of PPG records such as minutes and used publicity materials that were no longer current. Display boards that had been purchased by the PPG, for campaigning for the new surgery when John Harrop was chair, had been donated to the Surgery and would also be stored in the new building. Eve was continuing to explore the possibility of reintroducing health talks sponsored by the PPG, such as had been successful in the past, as mentioned in the PPG archived minutes. A range of speakers could be asked to cover a range of health topics of current concern, such as autism, dementia, neurodiversity, and so on. Eve encouraged the AGM to consult widely with friends and neighbours, and let her know what topics and/or speakers seemed most likely to be of wide interest. All this could be taken further when the new building was open and available for hosting such talks. Eve concluded by expressing much appreciation for all PPG volunteers, and especially for those who worked so hard ensuring the continuing success of the PPG patient transport scheme – all the drivers and the co-ordinating done by Gerald Ford, Coralie Nurden and Alison Gray.

M8. CONSTITUTIONAL AMENDMENTS

The AGM approved unanimously the following amendments: (a) the following addition to the officers of the PPG: “The Pharmacy Liaison Officer”, as already approved by the Committee, and (b) various small clarifications throughout the whole text to make it more explicit with regard to facilitating our accepted PPG ways of operating, for avoiding future uncertainty, as already approved by the Committee.

M9. ELECTION OF PPG COMMITTEE FOR 2024-2025

Those attending the AGM had already received the memo on Committee numbers, officer roles, and nominations received to date, emailed with the papers for the meeting. No further nominations were made at the AGM. The meeting approved all the nominations made for the next twelve months (2024- 2025) as recorded below (total of 13 members of the Committee for 2024- 2025):

Six Officers

1. Chair: Eve Jackman.
 2. Vice-chair: Gervase Hamilton.
 3. Secretary: Ian McPherson.
 4. Treasurer: Brian Whitaker.
 5. Transport Officer: Gerald Ford.
 6. Pharmacy Liaison Officer: John Cleever.
- B: Seven more members of the Committee
7. Kerry Thompson – Practice Manager. 11. Colin McCleery.
 8. Dr Freddie Walker GP. 12. Jennifer Crook.
 9. Alison Gray (Driver & DBS).
 10. David Nurden (Driver). 13. Maggie Cornock.

M10. FOLLOWING PPG COMMITTEE MEETINGS

Next meeting: Wednesday 3rd July 2024, at 7-00 pm in the Cotswold Club (Front Bar). Any PPG member (that is, any Minchinhampton patient) is welcome to attend and is asked to let the secretary know in advance by email. This will also enable papers to be sent for the meeting. Following Committee meetings: Wednesdays 4 th September and 6 th November. Whenever possible advance notice of all PPG meetings would continue to be given both in Minchinhampton Life (online) and in the PPG section of the Surgery website. This should encourage further PPG members (ie Minchinhampton patients) to attend as guests.

M11. ANY OTHER BUSINESS

(a) Pharmacy Liaison report: John Cleever

John reported on recent staff changes at Boots Pharmacy in Minchinhampton and welcomed the new branch manager, Tracy, and pharmacist, Nora. Staff continued to be under intense pressure from time to time. Factors not peculiar to our branch included uncertainties over staffing and over the availability and supply of certain medicines from time to time. Boots staff aimed to send the Surgery an out-of-stock list each week, to assist

with prescribing. Prescriptions marked as “Urgent” by Surgery prescribers were still being given priority for dispensing. Eve Jackman thanked John for his continuing work on pharmacy liaison.

(b) Follow-up to the AGM (Ian McPherson)

The minutes of the AGM (and the Committee meetings) will be emailed to everyone, so long as the PPG secretary has their email address. Patients’ email addresses will be kept confidential.

(c) End of meeting

Eve thanked everyone for their contributions and wished them well for the coming PPG year of 2024-2025. The AGM ended at 8-25 pm.

(Ian McPherson iandsmcp@gmail.com)