

Minchinhampton Surgery Patient Participation Group

Committee meeting held on Wednesday 3rd July, 2004

At 7 pm at Horsefall House Day Centre

M.1 Welcome, attendance and apologies

Present: Eve Jackman (Chair), Kerry Thompson (Surgery manager), Dr. Freddie Walker (GP partner), John Cleaver (Pharmacy liaison), Anne Marie Marlow (PPG president), Brian Whitaker (Finance officer), Graham (Immediate past chair) and Maggie Cornock.

Apologies: Ian McPherson (immediate past secretary) Gervase Hamilton, David Nurden, Coralie Nurden, Colin McCleery, Alison Grey, Jenny Crook.

M2 Update from the Practice Manager (Kerry Thompson)

Changes to the practice website. The practice website is changing over to a new provider, Silicon, using the footform model. The ICB (Integrated Care Board) requires this as integrated care requires uniform websites for all practices and other, local GP practices use this. The existing website is not intuitive and is hard to manage. The new website interface will be similar to the existing one but it can be customised to a certain degree. It has the facility for patients to contact the surgery via email, with gatekeeper questions to answer before an email is sent. Although face to face is the preferred option. Kerry says they are aware that urgent cases should be picked up quickly as they would have to monitor more channels of communication. They will be looking at a demonstration of the website this week. It will be set up by the end of September and then tested to get a feel for it with discussions about the way forward. The move towards it will be gradual.

Social prescribers. The practice is working with three social prescribers, funded through the charitable trust and voluntary donations. What is prescribed is tailored to each individual with referrals and signposting to various organizations. Referrals for young people are included. The practice has been concentrating on mental health and support for teenagers and looking for organizations to work with.

Patient satisfaction survey. Comments are overwhelming appreciative with feedback being quite detailed and mentioning individual doctors and members of staff rather than just short responses. There are a very small number of comments about waiting times etc. There were no major treatment issues. Kerry will email the latest figures as she couldn't get access to the internet via her laptop (we will enquire if this will be possible for future meetings).

Congratulations to Dr. Cooper and his wife. He is on parental leave after the birth of his baby boy. He is however, still working in the background.

M3: Update on the new building. Dr. Walker updated the committee on the progress of the building work. The stonework has been completed and the roof trusses are on. The projected completion date is the end of November. Kerry confirmed that there will be cupboard space for PPG documents.

M4 Minutes of previous committee meeting (Wednesday 3rd April) Chair

- a) Accuracy - The minutes were accepted without amendment
- b) Approval - The committee approved the minutes unanimously.
- c) Matters arising:-
 - i) Waiting room publicity for patient transport. There is a poster, in the surgery, informing people of the patient transport service.
 - ii) Update on PPG funding for Surgery equipment – There is money for the first piece of equipment requested but further equipment, for the surgery, cannot be purchased until a bond matures to avoid losing the interest on it. Kerry to advise on what equipment is needed.
 - iii) Proposed drivers' meeting (See M6).
 - iv) Feedback on AGM arrangements. All present felt that the occasion went very well. They were no suggestions for future changes to the AGM format or location.

M5 Pharmacy report. John has been in contact with Laura, the new pharmacist, and Tracey the manager. They are now fully staffed. There have been some problems with the new Pharmacy First service as people are not fully aware of the classes of illness and age groups eligible. There is a poster in the shop but it only contains an outline of the service as there is not room for details. (The latest surgery newsletter contains a list of the conditions that can be treated or advised on.) There is also not an understanding that there is one small booth and, if that is occupied, advice cannot be given. There has been a suggestion of an appointment system. The workload diverts the pharmacist from their prescribing duties and details of the consultation have to be referred to the GP. The pharmacy still requires seven days to fulfill prescriptions, unless they are urgent. Also they are still need to close for an hour at lunchtime.

There have been some problems with unavailability of certain medication, including the generic varieties. There is a feeling that there may be a tendency to over-order or hoard to ensure sufficient medication. Kerry advised that there are many checks in the system, to prevent this happening, with their patients, to avoid supplying items not yet needed or mistakenly ordered.

M6 Patient transport report. Gerald was not able to attend. Eve will email him to enquire about the response to the advertising and the poster. She will also enquire as to when the proposed drivers' meeting is to be.

M7 Treasurer's report. The finances are healthy with £6,552.02 in the current account. £180.62 has been spent, so far, this financial year mainly for the insurance for drivers.

M8 post of secretary. The committee expressed their sincere appreciation for the years of dedicated service that Ian has given so well to the PPG and the committee. He has been an incredibly helpful and efficient secretary who will be sincerely missed. The members of the committee were asked to consider if they could think of anyone to approach to take on the post. Ian has kindly offered to mentor an incoming secretary. He has offered to carry on,

for the present, representing the PPG at the joint zoom meetings. It was suggested that his might be limited to three months so Ian is not carrying on indefinitely.

M9 Note that the new constitution, as approved at 2024 AGM, was attached to the agenda for this meeting.

M10 Any other business Eve enquired about an information pack, that patients may receive when they sign on at the practice. Kerry informed us that the patient receives a form to fill in, either online or as a paper form in the surgery. There is a single sheet containing information about the surgery, that is given to new patients. Kerry was not sure if this included information about the PPG but it will be included in the future.

Eve enquired if members of the committee could think about possible speakers to come to a committee meeting. She believes that there is someone who speaks to groups about young people and vaping. She will explore this. Also could there be the possibility of a talk from a social prescriber or the Manager of Horsefall House?

Dates of following committee meetings (and AGM) in 2024-25: Wednesdays, at Horsefall House, from 7 pm to 9 pm. 2024 - 4th September, 6th November. 2025 - 5th February, 2nd April, 7th May (AGM), 2nd July, 3rd September, 5th November. David Munument, Head of Marketing and Fundraising, has confirmed the 2025 dates and has entered them in the diary.

The meeting ended at 7.55 pm.

(Maggie Cornock. 10th July 2024)