

PPG COMMITTEE MEETING 6th NOVEMBER 2024

MINUTES

Present: Angela King (Social Prescriber), Helena Petre (Social Prescriber), Jennifer Crook PPG, John Cleever PPG, Gervase Hamilton PPG, Kerry Thompson (Practice Manager, Minchinhampton Surgery), Alison Lever PPG, Brian Whitaker (PPG Treasurer), Graham Spencer PPG, Eve Jackman (PPG Chair)

M1. Welcome and apologies.

Apologies were received from Alison Gray, Ian McPherson, Anne Marie Marlow, John Davies, Coralie Nurden, Dr Freddie Walker. The Chair welcomed social prescribers Angela King and Helena Petre to the meeting.

M2. Minutes of previous meeting. The minutes of the previous held on 4 th September had been circulated and approved.

M3. Update on new Surgery. Kerry Thompson deputized for Dr Walker on this item. The new Surgery was not now scheduled to be operational until February 10 th 2025, the delaying factor being the necessary highway works, although the building itself was on course to be completed by Christmas. It was emphasized that the highest priority was to be given to continuity of service and initially telephone consultations would be maintained as far as possible with few face to face consultations taking place at the 'old' Surgery. Every effort will be made to ensure that patients are made aware of the opening of the new Surgery and it's location through a concerted publicity campaign. Amongst a number of other measures this may include the provision of new business cards for the transport service.

Friends and Family responses. Kerry advised that a new website became operational in September and for a short time the F and F scheme was not linking up. There were therefore only 36 responses in September of which 81% were classed as 'very good'. This increased to 205 responses in October of which 89% were classed as 'very good'. The new F and F form asks patients to 'tell us anything we could have done better'. A few suggestions were received of which most concerned the conditions in the building. There had been 8 patient complaints in August/September which had been resolved by the GP concerned.

M4. Social prescribing. The speakers (Angela King and Helena Petre) outlined the functions of the service. They explained that they serviced five surgeries in the area which jointly provided the necessary funding. The service is intended to complement the services provided by the surgeries and patients whose medical condition may be exacerbated by ancillary problems such as loneliness and isolation, homelessness, sedentary lifestyles due to immobility, bereavement etc., were referred to the service which could make appropriate suggestions regarding groups, organizations etc., which may be able to help. It was emphasized that the area boasts a huge range of groups catering for a wide variety of interests and needs. The speakers reported that they often spent many hours listening to lonely people and loneliness and isolation were by far the biggest problem they had to deal with.

M5. Continuity of care questionnaire. The meeting was informed by the Chair that this exercise undertaken by Catherine Orr had been completed.

M6. Pharmacy update. John Cleever reported that the pharmacy was still experiencing supply problems but overall the performance was improving. The 'Pharmacy First' service was set to increase from 20 to 30 cases per month.

M7. Patient Transport Service. Chair reported on a meeting held on 27 th August with the drivers. It was agreed that there was a need to improve the existing telephone system and move to a mobile phone system whereby calls to coordinators could be automatically moved to next available driver. A meeting with Ian Jarvis is to be arranged to plan the best way forward. There were 56 trips made in October. It was agreed that new and bolder cards need to be printed to hold current information. Funding for this item was agreed. This information also to be included in the Parish Magazine. It was agreed that a get well card would be sent to Gerald.

M8. Treasurer's report. The treasurer reported that the bond lodged with the Cambridge and counties had yielded £6000 in 2 years. Now worth £60,500. Current account balance was £6000. The Surgery reported a need to replace the monitoring device that measures the exhalation of nitrous oxide. It was agreed that the estimated cost of £2000 would be met by our funds if required.

M9. AOB. It was agreed that the PPG would participate in the Summer Fair and provide and man a stall. The cost of £25 would be met from funds together with that of hiring a gazebo (£65).

M10. Date of next meeting. The next committee meeting would be held on 5 th February 2025.