

## Minchinhampton Surgery Patient Participation Group

### Committee meeting held on Wednesday 5<sup>th</sup> February 2025

#### At 7 pm at Horsfall House Day Centre

**Tribute to Gerald:** Gerald had given many years to coordinating the drivers' volunteer service. Despite failing health, he continued to devote himself to organizing and coordinating the match between drivers and patients needing lifts. He will be remembered with much gratitude, by many people, and will be sadly missed.

**M1. Welcome, attendance and apologies:** Brian Whitaker, Jennifer Crook, Colin McCleery, Kerry Thompson, Ian McPherson.

**Present:** Eve Jackman (Chair), Dr. Freddie Walker (GP partner), Alison Gray (driver), John Cleever (Pharmacy liaison), John Dawes (driver), and Maggie Cornock (Secretary), Coralie Nurden (guest transport coordinator – standing down) Janet Payne (guest transport coordinator) Graham Spenser, Pam Wright,

**M2. Minutes of previous Committee Meeting.** (Chair)

The minutes have been circulated and approved

**M3. Update from the practice Manager (Dr. Freddie Walker- standing in for Kerry)**

In Kerry's absence Dr. Walker presented the figures for patient feedback:- 244 good or very good/ 5 poor/ 2 very poor/ 4 complaints (2 have been resolved and two being dealt with). Staff are concerned about longer waiting times for appointments. There are now 500 extra patients some of whom have transferred from Prices Mill Surgery whose AI triage system has been of concern to some of their patients. There is also an expectation that patient numbers will rise further when the new surgery opens.

The GPs are discussing how best to deal with this via rearranging sessions and attracting more partners to the practice. Locums have been used to cover absence such as those for maternity leave etc. There are no plans to employ physician associates as the doctors wish to keep the direct link between patient and doctor.

**M4. Update on the new building (Dr. Freddie Walker).**

Most of the equipment was moved to the new premises last week but there is still setting up to do this week. However, they are still on target for the 10<sup>th</sup> February opening. In the short term there will still be a presence at the old surgery to redirect any patient who arrives there by mistake. Highways have promised that the pavements will be finished by this Friday (7<sup>th</sup> February) apart from some small snagging jobs,

It is expected that the dental practice will be set up and running by April. Also there will be provision for physiotherapy and health education sessions at the new surgery.

The information screens still have to be set up.

#### **M5. Pharmacy Report (John Cleever)**

John has visited the pharmacy 2 or 3 times and reports that normal service has been resumed. Before Christmas the pharmacy was short staffed for 2 weeks but they are now up to full staffing levels and prescription fulfilling is up to date. Most are provided on the same day or next day. This has been the experience of two of the committee members Eve had a prescription filled on the same day and Graham on the next day.

#### **M6. Patient Transport Services Report Janet Payne).**

Janet Payne has offered to be the coordinator for the drivers' transport service and John Dawes has offered to assist with this. Janet is to be confirmed as a committee member at the AGM.

Janet gave an update on the figures (compiled with Coralie's assistance). There are currently 19 drivers with 2 more joining soon. In November, December and January they undertook 109 trips. Drivers offer different days/times of day/locations that they are willing to offer patients.

There has been a problem with the telephone number as it had been switched off at Gerald's house. Coralie has arranged, with the surgery staff, that anyone calling them to say they needed a lift and could not get through on the usual number could be given her landline number as a contact to book trips.

- Coralie explained the system. Calls are answered or left as an answer phone message. The coordinator calls the drivers to see who could drive to the area required on that date. Sometimes the first driver called is able to do this sometimes it takes several calls to different drivers to find one who is available. In the past the redirecting of calls, to whoever was coordinating at that time, had to be done by visiting Gerald's house to switch numbers. The new system is being provided by Digital Telecom. Hopefully this new system will mean that switching calls to the coordinator on duty can be done remotely. It should be set up in the next week or so. We are hoping that Lester, from Digital Telecom, will take us through how the system operates.

John Dawes asked if the handles for doors have been received. Coralie replied that some had been ordered and given to drivers to try out. There are several designs on the market so, before more are ordered feedback is needed from the drivers trying them out. There is a drivers' meeting on March 10<sup>th</sup> where this will be explored.

John Dawes also asked if there will be one or two dedicated spaces, at the surgery, for drivers to drop patients off. Freddie said he will discuss this with the staff. There are around 45 spaces in the car park. It was agreed that no decisions will be made until the new surgery has been open for a while

#### **M7. Treasurer's report (Brian Whittaker)**

Brian was unable to attend but sent his report. He states that finances are much as at the last meeting

Despite fears that we would not be able to retain the existing phone number he has been in touch with the company supplying the new phone system and has been told that it is almost certain that we can retain the old number (i.e. 01453 887314).

On his return, tomorrow, he will meet Coralie and discuss finalizing the set up.

#### **M8. Any Other Business**

**A.** Coralie has been given many files and papers by Gerald's daughter – not all are relevant to the PPG or transport service. Some may be related to the parish council. Brian will go through these and sort out those relevant to the PPG.

**B.** Ian has, until recently, attended the Stroud and Berkeley Vale joint PPG group via Zoom. He has stepped down from this and Maggie will attend, when she is available, in his stead.

**C.** Speaker for the AGM – Eve has suggested that we might ask someone to speak about autism and neurodiversity which would be of interest to many people. Eve will explore possible speakers. Graham suggested that a speaker, at a future committee meeting, might be found to present issues surrounding assisted dying.

**D.** Eve asked if a room could be made available, at the surgery, for the AGM. Freddie thought that the waiting room might be a possibility. He will discuss this with the other staff.

**E.** Dr. Walker said that he was placing one of the tiles, produced by the children of Minchinhampton School 20 years ago, in his room at the new surgery. He suggested that the school might like to produce some more to place in the new surgery.

**F.** Graham suggested that, as well as a tribute to Gerald, there might be a tribute, in the new surgery, to John Harrup. He was a past chair of the PPG and did a great deal to move forward the building of the new surgery. Graham suggested the possibility of naming a room after him and Gerald. The suggestions for a memorial to Gerald are to be discussed at the drivers' meeting, on 10<sup>th</sup> March at the Cotswold Club.

**The next meeting will be the AGM on May 7<sup>th</sup>. Time and venue to be confirmed**

