

CASTLE GARDENS SURGERY PATIENT PARTICIPATION GROUP

Minutes & Action points of Meeting Held DATE 12th September 2018 [Web]

Present: Dr Stuart Davey (SD), Tim Smith (TS), Ruth Henry (RH), (CB), (RS), (SC), (SH), (JH), (DH)

Topic	Discussion	Outcome/Actions	Target /Action By	Completed
Apologies	KH/ RG/PG/VB/DB			
Minutes of previous Meeting.	Minutes were read and approved.			
Action from Previous Meeting	<ul style="list-style-type: none"> ▪ Members agreed to draft a “leaflet advert” to be placed in waiting room, next edition of Crier, local village news forums. DB to seek contacts. ▪ TS/SG/CB to consider attendance at Bluecotes. Agreed visit would not be appropriate but to circulate PPG Leaflet when ready. <p>Volunteers: TS to seek guidance on the use of volunteer drivers.</p> <p>Remote Prescription Collections: TS was aware of this and will look into the feasibility of this, perhaps for use during bad weather.</p>	<p>No further progress, revisit at next meeting</p> <p>Circulate leaflet when ready</p> <p>No further progress, revisit at next meeting</p> <p>No further progress revisit at next meeting.</p>	<p>Dec 18/ DB/TS</p> <p>Dec 18/ PPG</p> <p>Dec 18/ TS</p> <p>Dec 18/ TS</p>	
Aims of Meeting	<ul style="list-style-type: none"> ▪ To inform patients of services ▪ To provide information from the surgery ▪ To discuss ways of supporting the needs of our patients 			
CGS Information	<p>PPG Member Update: TS reported that PG/ RG had announced their retirement from the CGS PPG. They have been members for a couple of years and have regularly attended meetings. They wish all the best to those members who are remaining on the PPG. TS has passed on his thanks for their involvement.</p> <p>Staffing Update: TS reported that following notification of his retirement next year, the surgery has successfully appointed his replacement who will start in January 2019. SD added that she was an experienced practice manager and he was looking forward to</p>	<p>TS to introduce new practice manager to the PPG at Mar 19 meeting</p>	<p>Mar 19/ TS</p>	

	<p>working with her.</p> <p>Clinical Pharmacist (CP): TS reported a new CP has started, Lucy Brown but is currently undertaking training on the surgeries medical systems. He added that she will soon be starting a prescribing course and hoped to introduce her to the group shortly.</p> <p>Oncall Appointments: TS/SD advised members the new system appears to have settled in well and that patients had been responsive to it. SD advised that Dr Shawcross had recorded the new telephone message. SC/ CB reported that they felt patients were appreciative of the change and that it had been an improvement.</p> <p>Improved Access/ Extended Hours: TS reported that the surgery was likely to be involved in an improved access collaboration with a number of surgeries in N Devon, with the provision of appointments from 0800-2000, 7 days a week from 1st October 2001 across the locality. He added once this takes place the surgery will cease its extended hours on a Monday evening, this being replaced with improved access.</p> <p>Leg Ulcer Service: TS advised that the provision of the leg ulcer service had now been transferred to N Devon Healthcare Trust, with patients being advised to attend Torrington Cottage Hospital for their appointments.</p> <p>WiFi: TS reported that public NHS WiFi was now available at the surgery, patients will only be required to accept terms and conditions when prompted to do so.</p> <p>Annual Flu Campaign: TS reported that this year's flu campaign had begun but hindered by delays in the supply of vaccinations. Two Saturday clinics have been arranged but he advised that appointments had to be limited to availability of vaccinations</p>	<p>TS to introduce new CP to the PPG before 31 Mar 19.</p> <p>TS hoped to circulate more information via website, newsletter and noticeboard shortly.</p> <p>Patients advised to refer to website/ leaflet in waiting room for further information.</p>	<p>Mar 19/ TS</p> <p>Oct 18/ TS</p>	<p>Completed</p> <p>Completed</p>
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	<p>throughout September/ October and November. He apologised if there had been some confusion about Saturday clinics but now confirms the dates to be:</p> <p>Saturday 29 September 2018: (0830-1230 & 1300-1500) Saturday 13 October 2018: (0830-1300)</p>			Completed
Supporting Needs of Our Patients	<p>Pharmacy2U: members discussed the mail marketing ploy by this company, for which TS reported he had placed some information about this company on the website. Members were worried how the company knew patient's addresses, or questioned whether it been a unaddressed mailshot to all households. TS to seek assurance from NHS England that no patient identifiable information had been handed to this company. He confirmed that surgery had not passed on any information to them.</p> <p>PPG Members: member expressed their appreciation at how they felt the surgery worked in partnership with their patients and that they felt patients were cared for. TS thanked them for their appreciation.</p> <p>Lloyds Pharmacy: RS raised ongoing concern about the poor service from Lloyds. TS advised that PPG could on behalf of patient write to Lloyds expressing their dissatisfaction. He offered and members agreed to invite their area manage to the next meeting.</p> <p>Care Forum: SC reported on overview offered by Armed Forces veteran Charity who were trying to support needs of veterans who face hardship and distress, with the impact of affecting all members of the family.</p> <p>SC/RS reported on availability of health apps/ support groups and patient leaflets.</p>	<p>TS to seek reassurance from NHS England</p> <p>TS to pass on to staff</p> <p>TS invite manager to next meeting</p> <p>Agreed to display on PPG noticeboard</p> <p>TS to circulate with minutes.</p>	<p>Dec 18/ TS</p> <p>Asap</p> <p>Dec 18/ TS</p> <p>Asap/ TS</p> <p>Asap/TS</p>	
PPG Lead Report	<p>Public Stakeholder Network [PSN]: RS reported on their recent meeting, advising that some positive steps were being taken following feedback from patient representatives, namely:</p> <p>Medical Aids: hope to set up working group, based upon Plymouth initiative to help reduce waste of these aids and remove potential for local councils to make money from them, update to follow from next meeting.</p>			

	<p>Hospitals: plans to open extra beds help cope with expected winter pressures.</p> <p>Loneliness: Dr J Womersley has recognised importance of addressing loneliness, as it might prevent further problems. He has asked for previous meeting's minutes to be changed to represent SC's comments at that meeting. RS may be attending a further meeting for this.</p> <p>RS to invite S West Ambulance to a meeting to give a short presentation on their service.</p> <p>RS reported on the re launch of the Public Stake Holder Newsletter.</p>	RS to invite S West Ambulance	Dec 18/ RS	
PPG Activities 2018-19:	<p>NAPP: TS reminded members that the National Association of Patient Participation (NAPP) website is useful source of information for PPGs, link https://www.napp.org.uk/</p> <p>PPG Membership: Seek engagement of a wider representation of CGS patients.</p> <p>Communications: DH/ members felt improvement had been made, PPG members encouraged to improve communication between themselves if they so wish.</p> <p>PPG Folder: Refer folder in waiting room RS keeping up to date.</p> <p>What can we do for patients: PPG membership encouraged submit ideas for discussion?</p>	<p>Ideas from PPG on how to achieve this</p> <p>Improve communication between members/ patients, ideas on gathering suggestions welcomed</p> <p>PPG help required to keep waiting room PPG information up to date.</p> <p>PPG submit topics/ suggestions</p>	<p>PPG</p> <p>PPG</p> <p>RS/PG</p> <p>PPG</p>	
Notice board	TS requested member to offer suggestions with relevant posters, if none were received, agreed he consider some options.	Armed Forces Veteran Support Information	Ongoing/ PPG/TS	
Dates of Meetings 2018/19	<p>Wednesday 12th December 2018, 1730-1900</p> <p>Wednesday 13th March 2019, 1730-1900</p>			