

**NOT YET AGREED**  
**Aylmer Lodge and Cookley Patient Participation Group**

**Minutes of meeting held 31<sup>st</sup> August 2016**

**Present:** Julia Stanfield (Chair), Gill Atkin (minutes) Anne Rendell, Elaine Botfield, Frances Peckham, Jim Lawson, Heather Fulcher, Margaret Clilverd, David Coultas, Gill Atkin (Secretary), Trevor Bourne (new member), Jayne Barraclough (Practice Manager)

**Apologies:** Barbara Pugh, Audrey Jones, Joan Kidd, Marion Manton and Margaret Rogers

Julia chaired meeting as Barbara was in hospital. She welcomed the group, and read out a card from Barbara. Also a thank you card from Di Millett for her retirement gift from the group.

**Minutes from the Previous Meeting**

The minutes from the previous meeting were approved and signed.

Matter arising – to displaying information on GPs at Cookley.  
This remains outstanding.

**Action:** Jayne to arrange for GP information on both sites as to their specialist interests and sites they work

**Practice Report –**

Jayne explained that the practice would like to work with the PPG in a number of ways:

**Organising Health Events.**

These would be open to all interested patients focussing on specific issues such as breastfeeding for new mums, dementia awareness, diabetes care, carer support, bereavement.

The suggested venue for these events to be Cookley Village Hall. These events would NOT replace the PPG meetings.

**Patient Views**

Supporting patient surveys to obtain views on specific things. e.g. Views on the drop in flu drop-in clinics. It was suggested that week 17<sup>th</sup> – 24<sup>th</sup> September be surveying patients with regard to flu clinics.

**Jayne had circulated the latest practice GP MORI poll results which indicates that the practice scores better than CCG and National averages. The website to review results on line is <https://gp-patient.co.uk/surveys-and-reports>**

The practice would also like to support the production of the patients' newsletter and the PPG floorwalkers could hand out the newsletter when floor walking, as well as it being displayed and on website.

Noted the PPG would not be in a position to support publishing a newsletter until later next year.

Lastly we would like to compile an information pack for new PPG members.

### **Practice Feedback**

There is now a new phone system in place, whereby patients requesting a book on day appointment will be rung back by receptionist rather than Nurse Practitioner – thus releasing her to see more patients. Patients ringing late in the day will be spoken to that day and may be offered an appointment the next day if no appointments available.

During week 5<sup>th</sup> – 12<sup>th</sup> September the IT server is being moved to a hosted server which will update the IT infrastructure at Cookley.

Staff news: Dr Stanley has sadly resigned from the practice and will finish on October 4<sup>th</sup>.

**Action:** Julia A card to be sent to Dr Stanley from the group.

As this leaves the practice short staffed measures are being taken to deal with the situation.

Dr Ruth Snowball, a newly qualified GP has accepted a post with the practice and will start on 9<sup>th</sup> January 2017. The practice has also offered a post to another GP and we are waiting to hear if this has been accepted.

All the partners work 8 sessions a week, and in the short-term are supporting the practice by holding an extra surgery. The salaried GP's are also working extra sessions. The practice has employed a number of locums including Dr Upton, Dr Lane and Dr Cooper.

Dr Louise Stepien will be holding a Women's Health clinic once a week on a Thursday morning.

Lastly the practice has employed a locum Advanced Nurse Practitioner, Nicola, is going to working alongside Sheila (working as a locum).

Dr Singh will train to enable him to take over the specialist Diabetes support previously overseen by Dr Stanley. To enable him to take on patient who require starting on insulin he will need to complete a MERIT course and we are awaiting dates for the course. Sr Amanda Whale has completed the MERIT course.

To reduce the workload for Amanda we have arranged for the Health Care Assistant to complete foot pulses etc. when patients attend for their blood test prior to their appointment with Amanda.

Dr Stanley's patients have not yet been re-distributed and this will be done once Dr Stanley has left the practice.

Lisa Benton has a new role at the practice as Quality and Compliance Manager. This role encompasses patient experience and looking at access and how appointments are used. Lisa is now based at Aylmer Lodge but will visit Cookley Surgery regularly as part of her role.

Practice staff now largely work across both sites. Kim the Cookley secretary is based at Cookley however work is shared across the both sites so that the whole secretarial team works as one. There are 5 receptionists who work at Cookley Jayne, Lorraine, Jacqui, Karen and Elaine. 4 of the reception team also work at Aylmer Lodge.

**Flu clinics:** These will be drop-in clinics with Aylmer Lodge and Northumberland Surgery opening on the same dates. Information had been put in the Kidderminster Shuttle.

Dates are:-

Aylmer Lodge 17<sup>th</sup>& 24<sup>th</sup> September, 1<sup>st</sup> October  
Cookley 24<sup>th</sup> September, 1<sup>st</sup> October.

A question was asked as to how many book on day appointments are available. Answer from Jayne was, it depends on day and availability of doctors, but busier days such as a Monday tend to have more staff put on to ensure appointments are available.

### **NAPP Conference**

Barbara and Anne had attended the conference, which this year had the theme Transforming Services Together: Transformation, Integration and Federation. There was much discussion around the theme at the conference and the overall conclusion was that all of this is a work in progress. There were many local schemes shared which were helping local communities that were disadvantaged or had to overcome barriers to access health care. There were also stands displaying products and new technologies to help GP practices alternative ways of communicating and interacting with their patients.

But along with the good ideas and good practice it appeared evident that all PPGs face similar challenges in recruiting new members and attaining a diverse representation of patients.

### **Developing the PPG**

#### **Frequency of meetings**

This was discussed among the group, and it was suggested that meetings are held bi-monthly, with perhaps a break in the summer depending on availability of members due to holidays.

#### **Types of meetings/membership**

Also discussed was the possibility of a main PPG meeting with smaller working groups to arrange events as Health Events or Open Days.

The possibility of **associate members** was discussed. Associate members would be kept informed of what is happening but not committed to attending all meetings.

### **Venues for meetings**

In order to attract more PPG members from Cookley the proposal of rotating meetings between Aylmer Lodge and Cookley was discussed. As the surgery at Cookley is small the PPG would be able to use the Village Hall, if it was felt this was appropriate. Some concerns about the cost and the privacy of using the Village Hall were raised, however as there were no members of the PPG from Cookley at the meeting it was difficult to gauge a cross census view.

It was agreed that the AGM could be held at Cookley Village Hall.

### **Terms of reference and Group Rules**

The group split into pairs to discuss terms of reference information.

**Action:** Julia will collate answers and share these at the next meeting.

Constitution

Due to time constraints this will be discussed at the next meeting.

**AOB:** next meeting of Wyre Forest members meeting (used to be PPG chairs meeting) is Tuesday 6<sup>th</sup> September @ 6.30pm at Wyre Forest House, Finpoint, Stourport Road. Open to all. Julia will be attending.

A Christmas meal was discussed – decided needs to be after Christmas

Gill brought up the fact that this year Wyre Forest Dial a Ride are 30 years old, and are having a special “Birthday” appeal to help keep the service running. Several patients use Dial a Ride to access both surgeries. Gill suggested a donation be made from the group.

**Date of next meeting: Wednesday 2<sup>nd</sup> November 2016 at 6.30pm**

Meeting finished at 8:00pm

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