

## ***Cadbury Heath Healthcare Patient Participation Group***

### **Minutes of Meeting Held Thursday 1<sup>st</sup> February 2018**

**Present.** Richard West (RW), Vie Dew (VD), Steve Howell (StH), Sheri Howell (ShH), Linda Morris (LM), Kath Horne (KH), Rosemary Dibble (RD) Chair, Mike Armstrong (MA), Dr Caia Francis (CF)

**Welcome.** RD welcomed everyone to the meeting and introduced Mike Armstrong who had returned to the group after a gap of some years.

**Apologies.** Mr & Mrs Hobdey.

**Minutes of the last meeting.** These were agreed.

**Matters Arising.** There was nothing apart from items included below.

**Developments.** KH reported:

The new phone system is now installed after teething problems. She had intervened on two cases where the caller had become abusive. RD asked how long one might have to wait if, say, one was 9<sup>th</sup> in the queue. KH responded that it depended, adding that evidence provided by the new system had prompted her to add an extra member of staff to the phone answering team on Mondays.

The Mental Health Support Worker is now trained and in post. KH remarked that patients are showing signs of preferring quick access to the Worker to waiting for a GP.

Dr Stainer is now working with the practice as a Pre-Registration Trainee.

At short notice, Dr Sephton had talked about lifestyle to a group at Longwell Green Folk Centre.

Work is progressing on the Winter Newsletter.

The news that our 'flu results were the best in South Gloucs was welcomed. The risks arising from using a pharmacist for flu vaccinations (at cost) were discussed. The NHS has forbidden the Practice from displaying a notice pointing these out.

**CHH Developments** RW gave a report on the recent meeting which prompted MA to ask the purpose of such a group. KH thought it had arisen as a result of a Practice Managers' meeting and proceeded to set out the many things the PPG had done to the benefit of the practice.

**Next Carers' Coffee Morning:** Although numbers were small, Kath thought the meeting worthwhile. It was suggested that at the next one, PPG members should wear badges and perhaps somebody should be placed Reception to extend invitations to carers visiting the surgery for medical reasons. MA suggested the Carers' pack should include an "I am a Carer" badge to raise an alert in the event of a mishap.

**Friends and Family:** VD said that her questionnaires sometimes met with expressions of doubt that complaints were taken seriously or acted upon, so KH outlined the regular review meetings held by the Doctors with a Nurse and Receptionist taking part that considered all Significant Events including F&F complaints, and new cancer diagnoses, with the intention doing better next time if possible.

**Patient Transport:** The possibility of offering volunteer drivers to help disabled patients get to and from the Practice was discussed, but some with past experience warned of legal complications if the cost of petrol was reimbursed. KH will speak to her husband who has a legal background.

**Fundraising:** To be added to next agenda.

**Next Meeting.** Weds 9<sup>th</sup> of May. 6.15 for 6.30.