



## **Three Shires Patient Participation Group MEETING**

**Date:** Tuesday 18<sup>th</sup> June 2019

**Venue:** Marshfield Surgery

**Present:** Gwen Warner(w), Carmen Bradley(p), Janet Spence(m), Erica Laws(c), Peter Hawley(c), Mike Hatch(p), Maureen Hurcom(p), Pamela Golton(w), Henk Smit(w), Ruth Bridgens(m), Sara Penellum(p), Brenda Claxton(w), Rodney Stone(p) Mandy White (PM), Dr Richard Prince(m), Dr Pedro Pinto(c).

### **1. Apologies**

Dawn Brooks (m), Jackie Vincent (w), Ken Mace(c), Jean Purnell(m).

**2. Minutes of Meeting 21.3.19 - Approved.**

### **3. Matters Arising**

**a) Gmail and newsletter:** Article for local newsletters produced and published; Gmail address working OK but not much used.

**b) Letter sent to Luke Hall MP:** re effects of new housing in Pucklechurch on increased use of the surgery; response awaited.

**c) Virtual Group:** Janet emailed the web link to everyone who, on the survey, expressed interest in joining the Virtual Group (PRG).

**Action: Mandy to check for any new additions**

**d) Carers:** Mike has updated each surgery with Carers Packs; posters and leaflets were provided for Carers Week. The Practice will be carer audited by the Carers Support Centre in July.

**Action: Mandy and Mike**

**e) Medication reviews:** Partners to consider how to keep medication information on repeat prescriptions updated.

**Action: Partners**

Article about medication reviews in next patient newsletter.

**Action: Mike**

#### **4. Practice Website**

At the March meeting, it was agreed that use of the Practice website needed to be encouraged. While the general feeling was that the website had improved, feedback on further ideas for development could be considered. Mandy advised that the Practice is somewhat restricted in how it can develop but would be grateful for further feedback and ideas.

**Action: All**

#### **5. Pucklechurch Good Neighbour Scheme**

Rodney Stone explained how this scheme worked. With two colleagues, Larissa and Ross he coordinates the scheme which started in 2009 as a result of interest expressed in the Pucklechurch Community Plan. 18 volunteers are all DBS checked, the scheme has public liability insurance, has a bank account and seeks funding from South Gloucestershire Council and Pucklechurch Parish Council. Tasks undertaken include changing light bulbs, gardening, putting bins out, testing smoke alarms and sitting and having a chat. The aim is to support vulnerable people whether older or disabled people or single parents. Larissa and Ross share the scheme mobile phone; volunteers meet three or four times a year and can contact the coordinators if they have concerns about any of the people they visit. Pamela wondered how a similar scheme could be developed in the Dyrham / Hinton / Wick areas of the Practice and will talk to contacts on the Dyrham and Hinton Parish Council to see if funding support might be possible.

**Action: Pamela**

Maureen mentioned the South Gloucestershire Council Good Neighbour Handbook [www.southglos.gov.uk/documents/leaflets/cch110008.pdf](http://www.southglos.gov.uk/documents/leaflets/cch110008.pdf) Information about the Pucklechurch scheme is at [www.pucklechurch.org](http://www.pucklechurch.org) click on village groups and then good neighbours.

#### **6. Befriending**

Ruth advised that everyone who expressed interest in being a befriender or being befriended, had been contacted; one or two people might be interested in being befrienders; no one asked to receive the service. No responses received yet from articles in Pucklechurch News or Marshfield Magazine. We discussed how to take this forward, should we be pursuing telephone befriending or work towards Good Neighbour schemes to cover Wick / Hinton/ Dyrham and Marshfield. It was agreed to take this forward to the next meeting; in the meantime further research to be undertaken.

**Action: Ruth, Maureen, Pamela and Gwen**

## **7. Bereavement Support**

Brenda and Janet have a pilot bereavement support group arranged to start on Monday 14<sup>th</sup> October, running for six weeks from 2pm – 3.15pm at Marshfield Chapel. It will be a support group, not counselling, for 3-8 people; it will be a closed group. Janet will have cards printed which GP's can give out to people experiencing bereavement so they can self-refer.

## **8. Support Groups**

No responses yet for setting up support groups mentioned in Pucklechurch News and the Marshfield magazine. We should consider this again at the next meeting.

**Action: Agenda for September**

## **9. Partners and Practice Manager Update**

a) Following Dr Morley's retirement, Dr Jeremy Cottrill is the new GP based principally at Colerne.

b) Agreed that the PPG could join the National Association of Patient Participation Groups (NAPP); for benefits of joining for a £60 subscription which the Practice has kindly agreed to pay, please see appendix to these minutes. We join for a year and decide whether to re-join next year. The NAPP website is [www.napp.org.uk](http://www.napp.org.uk).

**Action: Mike to apply**

c) Changes to the availability of appointments; to improve access there are now out of hours appointments available for routine appointments. Practices in the southern hub of South Gloucestershire offer appointments earlier in the mornings, into the evenings and on Saturdays. This could mean that if you need an out of hours appointment you could be offered an appointment at another Practice in the hub area. Enquiries can be made with receptionists when booking a routine appointment what availability is across our Practice and the Hub.

Three Shires Practice is now part of a new Primary Care Network (PCN), 'Network 4' which includes Green Valleys Downend and Orchard Medical Centre. More information will be added to the Practice website as we work together to deliver services to registered patients within the PCN area. An article will be written in the next Patient Newsletter.

**Action: Mandy and Mike.**

## **10. Any Other Business**

Erica asked if three items could be considered at the next meeting in Colerne as these had been issues that had been mentioned to her, confidentiality and problems of overhearing others' health issues, staff identification and waiting room ambience.

**Action: Agenda September**

## **11. Date Next Meeting**

Thursday 26<sup>th</sup> September at the Colerne Surgery at 6.30pm.