

PRESTON GROVE MEDICAL CENTRE

Meeting of the **Patient Group** held on **Monday 11 April 2016** in the **Common Room** at **Preston Grove Medical Centre**.

Present: David March, Patient (Chair)
Chrissie Gee, Patient
John Hann, Patient
Sally Higgins, Office Manager
Malcolm Jefferies, Patient
Christine Lincoln, Patient (Secretary)
Dr Michael Robinson
Peter Spranklen, Patient
Mike Tritton, Patient

1 Welcome and Apologies

- 1.1 David welcomed everyone to the meeting.
- 1.2 Apologies were received from Philippa Clifford, Ruth Hann, Sue Jay, Karen Lashly, Kathy Way, Mike Way, Eva Whear Dee Williams.

2 Minutes

- 2.1 The minutes of the meeting held on 7 March 2016 were agreed as an accurate record.
 - 2.2 David clarified the dates when Yeovil Carers Support Groups meet as follows:
 - Yeovil Carers Group meets at the Old Barn Club on the second Monday of each month between from 10.30 am to lunchtime
 - Birchfield Support Group meets at Birchfield Hall, Birchfield Road, Yeovil on the second Thursday of each month between 10,30 am and 12.00 noon
 - Yeovil Ups and Downs meet at Birchfield Children's Centre
- [I have attached further information with these minutes of other carers support groups]**
- 2.3 Christine confirmed that Mandy Mason was now on the circulation list.
 - 2.4 David, Peter and Mike will be manning the gate on 12 April, when the surgery will be closed for staff training, to stop parents parking in the car park when collecting their children. The gates will be closed and Sally gave David letters to hand out to people trying to park.
 - 2.5 Sally confirmed the school were happy for this to be done; however, no one from the school would be available to help.
 - 2.6 Peter asked about the trees being trimmed back which were slightly blocking the lights. Sally said she had been in contact with the groundsman about this and would chase it up.
 - 2.7 Peter also asked about the drain outside the main entrance which gets blocked during heaving rain and asked if that could be cleared. Sally would mention this as well, which had also been brought to her attention by one of the patients.

- 2.8 David asked when the Mission Statement, Goals and Strategy document could be shared electronically with the group. Sally would speak to Karen about this.

Patient Benefit Fund

- 3.1 Sally confirmed the Patient Benefit Fund was still the same at £130.16.

4 Health Event Planning – Diabetes

- 4.1 It was agreed the next event would be held in May/June and would focus on diabetes.
- 4.2 Christine would talk to Lydia Woodward at Somerset CCG and find a suitable date. Sally/Karen would contact Catherine Cassell, Dr Boyland and Su Down once a date has been agreed. The event would be held in the waiting room starting at 6.30 pm on a Tuesday or Wednesday.

5 Patient Suggestions/Complaints

- 5.1 There were no suggestions or complaints received.

6 Staff Suggestions

- 6.1 Dr Robinson asked whether there were any voluntary drivers available as the GPs at Preston Grove do a lot of home visits, these take up a lot of time and occasionally they arrive to find a patient has gone out. This would be a useful service to have.
- 6.2 There was a discussion around this with suggestions being made such as St Johns, CVS and local charities. David suggested the group looks at this to find out what is available in Yeovil. A Couple of the members would be happy to act as voluntary drivers. To do this there would need to be an insurance check to ensure it would not be invalidated. David said as long as no money was exchanged this should not be a problem.
- 6.3 David asked everyone to think about this, how it could be approached and to find out what is available. It would be included as an agenda item for the next meeting.
- 6.4 See the link to Community Transport in Yeovil run by SSVCA. (South Somerset Association for Voluntary and Community Action) [SSVCA Community Transport](#).

7 Practice Updates

- 7.1 Sally said the practice was still waiting for confirmation of the CQC visit, which was likely to take place during August 2016. They would be given two weeks' notice. David suggested putting this as an agenda to keep the group up-to-date.
- 7.2 Sally said that Karen would be able to give an update on the Health Coaches at the next meeting.

8 Any Other Business

- 8.1 Chrissie asked about a recent article in the Western Gazette regarding incentive payments for not admitted patient to hospital with certain conditions. Dr Robinson said this probably tied in with the Symphony Project and FOPAS (Frail Older Persons Assessment Service). Sally took the article and would raise with Karen for a response at the next meeting.

- 8.2 Christine and David talked about an event 'Keeping the Community Safe and Well' being run by Hendford Lodge and Abbey Manor PPGs. This is being held on 4 May 2016 between 1.00 pm and 3.00 pm at Abbey Manor Community Centre.
- 8.3 Christine said she had been speaking to Adrian Lowes, Assistant Practice Manager at Hendford Lodge Medical Centre and suggested holding a one-off PPG meeting for PPGs in Yeovil, one evening. The group thought this was a good idea and Sally suggested it could be held in the waiting room at Preston Grove.

9 Date of Next Meeting

- 9.1 The next meeting will be held on 23 May 2016 starting at 5.30 pm.