

Minutes of the 36<sup>th</sup> PPG Meeting  
26<sup>th</sup> July 2017 6pm

Present: Tony, Dominique, John A, Lubna, Rachel, Gale, Kelly, Dave

Apologies: Sue

The minutes were signed as a true record.

Pharmacy Review – Tony and Gale had a very positive meeting with the Area Manager. This is an email Tony received from Nadia Watkins, Area Manager. 'In regards to helping promote the Pharmacies Services more, we are looking to hold a 'Did you know?' event for the first week of September. With this, staff can explain to patients and customers they do not need to see a GP for many minor ailments and can speak to a Pharmacist and qualified staff on many simple medical matters. There will be posters, balloons and leaflets on display to attract people to find out more. As well during this week the pharmacy will be promoting the healthy living side, with information on healthy lifestyle (diet & exercise). Including a 'Did you know?!' paper quiz on sugar quantity in popular foods.' Tony will keep in contact to see how we can help.

One patient asked if the pharmacy could stay open until 6.30pm when the surgery is open. Dominique has spoken to the manager but they would have to raise it with the area manager.

Medical Centre Review – Dr Gerard Garvey starts on Thursday 3<sup>rd</sup> August and will work all day Monday and Thursday. He has been a GP partner in Somerset for 23 years and has since been a regular locum in the area. Dominique will promote him on the website and the T.V. screen in the waiting room. The Healthcare assistant, Jodie, has got another job. She has handed in her notice but is still doing a couple of mornings until we fill the post.

Improved access - Somerset has been selected by NHS England to be an early adopter of the new Improved Access arrangements for extended hours appointments. This means that there will be appointments available from a selection of practices across the Taunton Deane area between 6.30-8pm Monday to Friday and on Saturday mornings from early July. Creech will have some face to face and telephone appointments on alternate Tuesday and Wednesday evenings 6.30-8.00pm and Thursday mornings with our nurse 7.30-8.00am. Any patient from any of the 12 Taunton Deane practices will be able to be seen in any of the Practices that are providing appointments from 6.30-8.00pm plus Saturdays and the clinician will have full access to your medical record for that consultation.

On-line patient access – Looking to do a promotion in September.

Flu Clinics – The flu vaccines will be delivered on 14<sup>th</sup> and 21<sup>st</sup> September. The Doctors and Dominique are meeting on 7<sup>th</sup> August to arrange the clinics. Once the dates are known Tony will email out a request to help list to PPG members.

Complaints received – There have been 3 to the surgery since the last meeting and 3 via NHS Choices. There has also been 4 compliments paid to various staff via letters and a gift of biscuits for the Reception staff.

The Drs and staff have drawn up a Practice Mission Statement and Practice Values. We read through this and gave our feed back to Dominique.

Kelly left at 6.50pm

Tony met with Miss Daisy (driving service for patients) at the surgery. It is expensive but a dedicated service. When we advertised in our local newsletter for volunteer drivers, Christine Gale contacted Tony. She had been a co-ordinator of a volunteer driver service. The PPG have some concerns about this. One was getting enough volunteers to help and there doesn't seem to be a big need at the moment. There are community car schemes around in the local area. We feel that there needs to be a lot of support from the community and this that it is too much for us to start.

Financial Report – We have £213.26 in the bank and John received £20.19 from the sales of the books in Reception.

Newsletter – This will be distributed in the Pharmacy and we will see if we can put some in the village shop.

Compass Carers – These have lost the contract and it will be taken over by Community Council for Somerset and will run for 3 years. We are hoping they will continue with our Carers' meeting once a month.

We no longer have a Village Agent.

John C wasn't here to talk about the car park.

AOB – Medicine waste is £3m a year. There is a national campaign and we will put this on the screen and it has gone in the newsletter.

Date of next meeting: Thursday 6<sup>th</sup> October 6pm.

Action	Responsible
Rota for help with flu clinic	Tony/Rachel