

Present at the meeting: Roger Alderman – Chairman  
Tony Buckland (GP)  
Arthur Carter  
Gerald Plastow  
Ann Lee

Apologies received from Barry Ellis and Pat Weare. Roger informed the group that both Alex and Anna have retired from the group for various reasons and that the group if it was to be representative of the patients at the surgery would have to recruit more members. The doctors would be informed of this and a notice could be put on the PPG notice board to see if it would elicit any response from volunteers.

### **New telephone systems and computer update**

The initial telephone system was installed but did not live up to expectations from the original specification and therefore had to be replaced by the contractors at their expense. Feedback was mixed from the group but overall the impression of the new telephone system was positive and the impact on the staff at the surgery was reported back.

The new computer system has now been running since July and as with all new systems the surgery has had a period of adjustment, but on the whole it appears that the group thought that this was working well and that staff seemed to be handling it very well.

### **Telephone appointments**

AC highlighted that certain surgeries in Cheltenham, as per an article in the Daily Telegraph, found that implementing a telephone consultancy service had reduced pressure on actual appointments and taken pressure off the GPs. AL stated that a telephone consultation system already existed and these were schedule after surgery times. AB felt that more than 2/3 telephone consultations per day per GP actually placed more pressure on the doctors. AC acknowledged and matter not taken any further.

### **Patient questionnaire**

AL reiterated that a patient survey has been requested by the PCT to establish the views of the patients about the surgery and any other matters arising. It was agreed

that a draft questionnaire would be done by AL and circulated to the group for their comments and amendments so that the final version could be circulated at the flu clinic, Sunday 16<sup>th</sup> October.

A request was made by AL for there to be a presence at the flu clinic by PPG members to try and raise awareness of the PPG.

### **Update on cinema site**

TB updated the group regarding the proposed site development and circulated a letter that had been sent to the new developers for the possible inclusion of the surgery in the new development. It has been temporarily rejected but the surgery will still be pursuing this and TB would keep the group informed.

### **Graphic Designer**

Following a request for assistance from a graphic designer RA was contacted by a firm who unfortunately had not realised that this would be on a voluntary basis. It was decided to continue to try and find a graphic designer. It was emphasised that any future advert for a graphic designer should indicate that this was a voluntary/unpaid position

### **Children's play area**

RA reported on a very disappointing response to requests for contributions, local businesses claiming that they had been inundated with requests over the last year. AL will try and find a graphic which will indicate to patients how much money has been raised to try and generate more interest from patients.

### **Air conditioning unit**

GP had looked into units, but more specifically an air purifying unit which retailed at a cost starting £130ish. AL reported that due to health and safety regulations, installation of any such unit for the waiting room would result in this being much more costly, somewhere in the region of £500. GP would endeavour to get more information about air conditioning units and would report back to the next meeting.

### **Any other business**

General discussion about 'open meetings' such as information regarding the new hospital and whether to concentrate on specific medical conditions or maybe target 'carers' in the area.

AB updated the group regarding the equipment needed for the surgery and the positive difference that it has and will make to the running of the practice.

Outside notice board at the front of the surgery is now outdated so AL offered to report back to practice to get it amended as soon as possible to reflect the changes to the practice.

RA made it known that it was his intention to stand down as chairman and therefore a new chairman would be sought together with new members of the group to take it forward. He will consider whether or not to remain as a member and let the group know.

**Date of Next Meeting - TBA**