

## IPG Committee Meeting – Wednesday 4<sup>th</sup> September 2019

### Minutes of Meeting

**Present:** Alan, Derek, Jacky, Jenny, Royston, Zoe and Glynis

**Apologies:** Pamela

**Minutes of last meeting:** Minutes approved

**Report of the AGM held on 9<sup>th</sup> May 2019:** The venue for the AGM worked well. It felt more intimate being a smaller room and a friendly environment to hold a meeting in. Another advantage was there were no costs in having to pay to hire a venue. The committee thought Harriet Swarbrick's speech on Diabetes was great and very informative. Even though there were few outsiders, over all it was a very good meeting.

**Comments:** We discussed the feedback written in the patients' comments book. It is all very good and a credit to a great team. The comments book is read frequently and actions are taken where suggestions deemed appropriate. i.e. Raised chairs were purchased for patient use in the waiting area.

**CCTV:** Unfortunately, we now live in a world where aggression is becoming more frequent. In one week reception staff had to deal with three incidents of aggression from patients. One resulted in the police having to be called. We do have a panic button on the computer and one on the telephone, which staff are encouraged to use if they feel threatened in any way. As a practice we have discussed having CCTV, which is very costly. A suggestion was made to trial fake CCTV in the hope this may deter bad behaviour. This was thought to be a good idea.

**Treasurers Report:** Derek gave an update on the accounts and presented a copy of the income and expenditure to the committee. We have received the lovely bequest of £5000 from former patient Mr Williamson, which is great news. Derek will investigate to see if this sum can be gift aided. The donation box continues to bring in very little.

**Books:** Money raised from the books is roughly the same as the previous year.

**Purchases:** We are in the process of purchasing additional home blood pressure machines for patient use as there is sometimes a long waiting list. On occasions we have had patients not return machines that they have borrowed. A proposal to levy a deposit to encourage people to return them was rejected.

**Plants and Gardening:** The plants outside have been looking fabulous this year, all credit to Nigel Skey. A suggestion was made to put forward an application for Exmouth in Bloom 2020, in honour of Nigel's great efforts. This is a brilliant idea. The troughs outside that the plants sit in are becoming old and will need replacing soon. Jacky will ask her husband to enquire at the 'Man's Shed' where they could possibly make new ones for us. Possibly wait until spring 2020.

**Knitters:** The knitters have been hard at it happily knitting away. They have £511.19 in the bank, from their great efforts. Two table sales booked. The first one is at Exmouth Pavillion on Sunday 29<sup>th</sup> September. As the IPG has charity status, this table come at no cost. The other sale is at Tesco

Exmouth on Thursday 14<sup>th</sup> November. They will also hold a sale at the flu clinic on Saturday 12<sup>th</sup> October. They have lots of lovely toys and garments to sell.

**Chairman's Report:** There have been lots of discussions to close St Johns Court in Exmouth, as it was felt the building was costly and not being used to its full advantage. It is now to stay open and they will be holding a Carers support group on the first Thursday of each month from 1.30pm-3.00pm. Alan has been invited along to give a talk.

Devon Partnership Trust has recently had a CQC inspection of Acute Wards and Crisis Services and Community Services. Report to be published late September. One thing that had been noticed was that patient groups have not been invited to give feedback, which should be important for the future. Alan produced a proposal to the CQC of how inspections should take place.

#### **Surgery Update from Zoe:**

**Staff:** We have a new administrator Kate Stoakes. Kate is ex-military, very thorough and has fitted in to the team very well. We have also appointed Jane Hall - Health Care Assistant. Jane was previously a practice nurse. She retired from Practice Nursing 9 years ago and has worked as a Phlebotomist in a hospital setting since then. Administrator Donna Brown is interested in learning Phlebotomy and booked to attend a course in October. Apprentice Phoebe James has completed her first year at college and will remain with us for a further year whilst she completes her Level 3 Business and Administration.

**Locums:** We have a couple of locum Practice Nurses booked to help out with cover during annual leave. They are Gemma Lockhart, Jacqui Demetre and Bernadette Winston.

**Locum Doctors:** Dr Andrew Weaver has been covering Dr Louise Dunn's sabbatical. Dr Sophie Russell and Dr Eve Hartley will be doing some sessions.

**Registrar:** We have a new registrar Tom Wright. Tom will be with us for 18 months. We now have 2 registrars Dr Sarah Herbert is our other one and has been with us for a year.

**Research practice:** We have become a research practice which Dr Anna Turner is leading. We are doing projects on Irritable Bowel Syndrome and Genetic links to Anxiety and Depression.

**Counsellors Collective South West:** This is a trainee Placement Scheme for emerging counsellors. We will get 3 hours per week additional psychological therapy for our patients.

**Digital Display Screen:** We have been looking in to having a digital display screen in the waiting room, where we can add information about the surgery, including promoting health and wellbeing. This will come at no cost to us as funding comes from local health related businesses who advertise on the screen. We think this is a great idea and has many benefits but we are a little dubious about the company. We are still in talks.

**Wellness Hub:** The small waiting area leading in to Jenny's room is to be turned in to a wellness hub. The room will be re-decorated hopefully by the end of the year. It will house the new blood pressure machine for patients to use, along with lots of information promoting diet and exercise etc. It was also suggested to have a set of scales for patient use. We would need to think about getting traffic going in to the room. We will be focusing on Social Prescribing. It was suggested we call this room 'The Williamson Room' in honour of Mr Keith Williamson.

**Newsletter:** The newsletter is complete and ready to give out to patients at the flu clinics.

**CQC phonecall:** We have our CQC phone call on Wednesday 18<sup>th</sup> September where we will be asked a number of questions by a CQC inspector. The phone call will be taken by Zoe, Dr John Moffat and Practice Nurse Harriet Swarbrick.

**Flu Clinics:** Flu clinics this year will be held on **Saturday 21<sup>st</sup> September** and **Saturday 12<sup>th</sup> October**. The first clinic will be a larger one with 4 clinicians. There are 480 patients booked. We will be holding a cake sale, along with a raffle. Proceeds from the cake sale will go to our nominated charity this year which is Pete's Dragons. This is a local charity offering support to everyone affected by suicide. The second flu clinic is slightly smaller with 360 available appointments. The knitters will have a stall selling all their goodies, along with a raffle. The practice newsletter will be given out to patients at both clinics.

**Badges for IPG Members:** Glynis will order badges for IPG members. The badges will say: Imperial Patient Group Member.

**Date of next meeting:** The next meeting will be held on **Wednesday 13 November at 10.30am**.