



Phoenix Surgery
Patient Participation Group

PPG meeting held on Wednesday 11 October 2017

Present: Ingela Jacob (Co-Chair), Tatyana Cheung, Lynne Earthy, Anna Gibbins, Dr Hill, Julia Maclean, June McDonald, Alan McQuillin, Chris Tye, Mick Wates, Chris Swales (notetaking).

1 Welcome & Apologies

Apologies were noted for Peter Jay, Tony Isaacs, Margaret Toms, Alan Waller.

2 Minutes of Last Meeting

The minutes of the previous meeting held on were reviewed. The minutes of that meeting were agreed as a true and accurate record.

Matters Arising

IJ (From AW) – The contract for Healthwatch Gloucester has been given to Healthwatch Wiltshire and is known as Evolving **Communities**. The previous chairman was Alan Thomas and he is continuing as the interim chairman, **with a much reduced staff. Very little information is coming out from them at the moment.**

3 Practice Report

- **Dr Hill** reported progress on the Practice's plan to secure new premises. Dr Hill explained that the Practice is currently in negotiations with the Bathurst Estate over a plot of land on the proposed South of Chesterton site. The proposed site is central in the 'village hub' **and allows for a 3 GP practice, although negotiations are currently taking place for a larger development.** The new premises **should** allow for expansion as the local population grows, as well as the introduction of new services. There are also discussions **on land** taking place with the Royal Agricultural University. Gloucestershire CCG and the Cotswold District Council are supportive of the move. **Several members pointed out that the Chesterton Development is not popular with the local residents, and that the CCG would not support a small GP practice, as they are pushing for larger practices.**
- The Practice now has a settled complement of GPs, following a number of recruitments in recent years. Nurse Tina has returned to work after her maternity leave. There is also a full



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complement of doctors at Tetbury. Dr Angus McMyn and his wife, Dr Emma McMyn have recently joined the Practice there. There are also two of the original doctors and Dr Sethi is working at Tetbury three sessions a week, in addition the sessions he has always worked at Phoenix. The partners are also seeking new premises in Tetbury, but need the right size building in a suitable location. Discussion with several parties continues.

- **JM** – A new patient information screen is being installed in the waiting room on 13th October. **This will have more health related information and** the surgery will be able to choose the subjects displayed. **Some information will link into national health promotion such as diabetes week.**
- The In Touch with Health terminal is being removed as most patients now have internet access at home.
- There will shortly be a new front end to the phone system, giving information to patients while they wait for a Receptionist.
- Social prescribing has been re-commissioned by the CCG and Gloucestershire Rural Community Council has been awarded the contract, which will link social prescribing to village agents. Our social prescriber, Jaki Hood, will remain in post.
- **Dr Hill** – Phone calls from patients are coming in to the doctors that could be dealt with by the secretaries or other members of the Practice Team. To try and direct patients to the most appropriate person to deal with their call the Receptionists would need to ask the patients for more information about their call. Members of the PPG understood that this could be helpful to both Doctors and patients. **JM** – Will look at putting something on the patient information screen in the waiting room explaining why the Receptionists ask the questions that they do.

Co-Chair Report

IJ – PJ & IJ met with the Tetbury PPG to hopefully enable communication between the two groups for mutual support. Several members of the PPG helped at the RAU registration day. It would be good to get one or two RAU students more involved with the PPG. The PPG will contact the RAU once the new students have settled in to see if **for example** any members of the NUS at the RAU would be interested. PJ will be chairing the next PPG cluster group meeting in November.



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5 Future Projects

a) **IJ** -The patient satisfaction survey is to be held over two weeks in February 2017. A sub group from the PPG will look at the existing questions and probably add a few more. **Action** : Sub-Group to review and agree the Survey by end of December - **CT, LE, MT and JM.**

b) National Self Care week is 13th-19th November. There is a website with all the details. Events will be held in all four waiting rooms. This will include:-

- 1) How to be healthy and stay healthy
- 2) Dealing with common symptoms
- 3) How to help yourself if you have a long term condition

IJ, AG & JMcd met with Denise Woods, the lead for Gloucestershire Care Services. A Live Better, Feel Better programme is being started up by Denise in January 2018. Denise will be attending the next cluster group meeting. **IJ, AG and JMcd will continue to work on planning the week, and an email will go out to the PPG members asking for volunteers.**

6 Any Other Business

TC - By 2040 one in seven people will be over 75 years old. Preparation for the future needs to be made. More people will be living alone. We need to look at it as a community with all PPG groups sharing information. **JM** – Village agents already look at the issues of housing and isolation. **AG** – The Barnwood Trust is quite a wealthy charity that may be able to help. **TC** – A group is required to discuss what is needed as 26% of the population of Cirencester is in retirement. **TC – To action** contact the Barnwood Trust to ask whether funding would be available.

7 Date of Next Meeting Wednesday 10th January 2018 at 1pm