

Patient Participation Group Annual General Meeting 31st March, 2021.

Attended via Zoom

Attendees : Peter Jay, Alan Waller, Brian Baker, Margaret Toms, Tony Isaacs, Howard Foster, Nina Sethi, Chris Tye, Jenny Bradley, Dr Peter Hill, Julia Maclean

Apologies : Lynne Earthy

Members of the Group introduced themselves.

Minutes of the Last Meeting – Matters Arising

The minutes of the last meeting were agreed. There were no matters arising.

Reports

Practice Report

JM reported the news from the Practice in the last year (separate report). PH reported that the possible location of the new premises in Cirencester was unlikely to be on the Chesterton Farm development. The Practice has applied for a Portakabin to provide additional clinic space at Cirencester on a temporary basis.

Phlebotomy – There is capacity in the system to distinguish between routine and urgent blood test.

Returning to normal working – We are very much dictated to by the national agenda, but we are aiming to reinstate clinics as soon as we can. We are still reviewing our LTC patients and doing telephone consultations where possible.

Joint Chairs Report

The PPG has continued to be busy over the last year:-

- The PPG has supplied volunteers to the Covid vaccination clinics and for dispensary medication deliveries.
- PJ has been circulating information to PPG members over the last year. This has included the Cheltenham and Gloucester Hospital consultation.
- The PPG membership has increased substantially during the last year.

There was very positive feedback for the surgery. TI suggested that the Practice let the PPG know if they could provide any support for the Practice, particularly as we come out of the Pandemic.

Election of Co-Chairs

Peter Jay and Tony Isaacs agreed to continue as Co-Chairs for the next year.

Healthwatch Glos – Alan Waller

Alan Waller introduced himself and explained the purpose of Healthwatch. They are currently undertaking a survey into what the public think about the Covid vaccination programme. Another recent survey looked at GP access. The report is on the website and has raised some interesting issues.

Review Terms of Reference

The terms of reference were reviewed.

The bi-annual patient questionnaire was ready to go when the Pandemic hit. This will now be postponed until next year. This will be individual to Phoenix Health Group. There is an annual national patient survey, which reports each July.

Government initiatives – The PPG has previously taken on the CQC.

Phoenix Charitable Trust – NS is a Trustee. PJ is the Chair. There is a website. The Trust provides funding which is not covered by the NHS, following referrals from professionals. It extends to Cirencester and District. NS has been working on supplying elderly people with tablets so that they can maintain communication when isolating.

South Cotswold PCN PPGs – The PPGs have been meeting and sharing best practice across the area, e.g. bookable appointments and appointment reminder text messaging.

Everyone was happy with the Terms of Reference.

Concern Over Air Pollution

David James was unable to join the meeting. He is a member of a group that has great concerns over the pollution that will be created by the house building round Cirencester. PJ gave details about the areas of concern. Members of the PPG were interested in getting involved, but would need to do so as individuals rather than as a PPG.

Any Other Business

Online Access – NS asked if this was of help to the Practice. JM confirmed that it is helpful for patients to order medication and book appointments online. Online access is covered in a question in the Patient Survey and as a result of the last survey the plan was to set up a PC in the Waiting Room to do some patient training.

Next Meeting – Weds 23rd June 12.00.