

Patient Participation Group Meeting 11th January, 2023.

Attended via Microsoft Teams

Attendees : Chris Smith, Douglas Butler, Dr Peter Hill, Dr Sarah Cardew, Chris Tetley, Donya Unwin, Margaret Toms, Clare, Helen Hastings-Spital, Sarah Storer, Jenny Bradley, Tony Fleming, Tatyana Cheung

Apologies : Peter Jay, Alan Waller, Amy Herod, Simon Barton, Alice Langtree

Minutes of the last Meeting and Matters Arising

The minutes of the last meeting on Wednesday 7th September were reviewed and agreed. There were no matters arising.

Practice Report

Dr Hill reported that it has been and continues to be a very challenging time for General Practice, as per reports in the media.

Salaried GPs Dr Ariadne Strong and Dr Georgina Hawkesworth have both left the Practice to look after their young families.

Dr Henry Allen will be joining the Practice as a Partner on 16th January. He will be taking on Dr Strong and Dr Hawkesworth's lists and will be based at Cirencester and Kemble.

We have three Paramedics providing on the day emergency care and we are currently in the process of recruiting another one.

The Practice Pharmacy Team are up and running and have added considerable value to the Surgery.

We have at last been able to recruit some new staff to our Patient Care Adviser Team, which will hopefully improve access via the telephones. Phone callers are directed to the site they first call initially, then go into a central pool to be answered by the next available operator across the Practice. Phone calls have been very heavy with Monday being the busiest day, averaging around 15,000 calls a day. JM suggested more routine phone calls are made towards the end of the week, or in the afternoons.

Our recent attempts to build our Facebook Community have proven very successful with followers increasing from 34 to 1.1 K. The NHS is currently trying to raise awareness of health support within the community, i.e. warm spaces, carers community support. CT suggested that the Practice join the Tetbury Experience Facebook page to reach a wider population.

DU reported that general chatter around the Practice is very good both via person and online.

Premises:-

Tetbury - A planning application has been submitted for the site on Cirencester Road. The Business Case will shortly be submitted to the Integrated Care Board (ICB). We will be having a developer build and rent back arrangement, as this is the only way the development is affordable.

Cirencester – A new premises is currently on hold, as advised by the ICB due to lack of funding. There were talks with the Bathurst's but there was no agreement on the Section 106 funding. Further talks took place more recently, but they haven't come to anything. The Practice is looking to get another Portakabin on the Chesterton site due to the serious lack of space.

Co-Chairs Report

Joint PPG Health Event in June – CS reported that the PPGs in Cirencester received an award for their work at the event. The website Selfcareforum.org has all the details.

Advent Event – on 23rd November the Cirencester PPGs had a day promoting all the local PPGs. There was stall at the Church which went very well. 15 PHG patients expressed an interest in the PPG.

Any Other Business

Repeat Prescription – A query was raised that old medication is appearing on a repeat prescription. PH suggested checking that the Pharmacy isn't also ordering medication on behalf of the patient and to let the Practice know so that it can be looking into.

CT suggested collecting information from PPG members on which surgery they attended, as Tetbury often feels out on a limb. There was a general discussion, and this was then rejected.

CT asked if the Practice Staffing section on the Website is up to date. JM explained that this is part of our recruitment process, and she will check to make sure it is up to date.

CT mentioned the PPG Notice Board and Suggestion Box at Tetbury. JM was not aware of this and as there is not the same at the other Surgery sites it was agreed to remove them.

There are around 100 patients registered with the PPG and they are all invited to each meeting. There are a good number of PPG members at today's meeting, and a few have sent apologies. It was agreed to encourage other patients to get involved.

PPG Patient Surgery – The ICB have now got a system in place so PPGs can use a customisable survey. It was thought that this would be useful. CS will discuss with PJ.

Next Meeting – Wednesday , 19th April, 2023 at 13.00pm. Face to Face or Online to be reviewed prior to the meeting.

