

## **Patient Participation Group Meeting 21<sup>st</sup> June, 2023.**

### **Attended via Microsoft Teams**

**Attendees** : Chris Smith, Colin Mutton, Dr Khalid Al-Khayat, Dr Freddie Charrington, Julia Maclean, Tatyana Cheung, Chris Tetley, Douglas Butler, Tony Fleming, Richard Moon, Alan Waller, Sindy Foster, Joe Stokvis, Mairead Anderson, Helen Cox, Jill McNaught, Simon Barton

Apologies : Peter Jay, Peter Powell, Dave Alexander, Margaret Toms, Catherine Walter, Lynne Earthy, Helen Hastings-Spittal, Amy Herod

### **Minutes of the last Meeting and Matters Arising**

The minutes of last years' AGM have previously been circulated and agreed. The minutes of the last meeting on Wednesday 11<sup>th</sup> January were reviewed. Lynne Earthy to be added to the list of attendees.

### **Practice Report**

#### **GP Changes in the Last Year**

Dr Georgina Hawkesworth, Salaried GP left the Practice in December 2022 for a better work life balance.

Dr Ariadne Strong returned from maternity leave in June 2022 and left the Practice in January, 2023 to support her young family.

Dr Katie Heil, Salaried GP, initially covered Dr Strong's maternity leave, and was subsequently taken on as a permanent GP. She is currently on maternity leave and will return in the Summer.

The Practice have taken on an additional Salaried GP. Dr Angie Allen has been working across both Cirencester and Tetbury and providing additional cover when GPs are on annual leave, although she is currently on maternity leave.

The Practice have also taken on an additional Partner who has taken over the patient lists previously held by Drs Hawkesworth and Strong. Dr Henry Allen joined us in January 2023.

The Practice has been very lucky to have been able to recruit new GPs. Routine waits are still less than a week for either telephone or face to face appointments.

#### **Practice Staff Changes**

The Practice have recruited several new additional staff in the last year. We now employ four Urgent Care Practitioners who deal with acute on the day patient concerns. This enables GPs to concentrate on more patients with long-term conditions.

The Practice has three Care Coordinators who support the GPs in managing correspondence and patient support.

Two new Nurses, Emma and Emily, who are based at Tetbury have recently been recruited. They will replace Nurse Anne who has recently retired as well as providing some additional capacity.

The Practice have recently employed a new Health Care Assistant who will be running a new One Stop Diabetic Clinic to support of Diabetic Nursing appointments.

### **Covid Vaccination Programme**

The Covid Vaccination Programme continues to be coordinated in the South Cotswolds by the South Cots Primary Care Network (PCN). The Spring Booster vaccinations were given at Cirencester Hospital. There will also be a combined Flu and Covid Vaccination next Winter.

Dr Angus McMyn, who is based at our Tetbury site, has been the Clinical Director of the South Cots PCN since it started, but is stepping down from this role as of the end of June.

### **Premises**

Tetbury

The Practice has passed the NHS business case stage for a new premises in Tetbury but were turned down by CDC council despite being recommended by the planning officers. We have released the following statement. We will be meeting with the Developers and likely will be appealing.

Statement:

The partners of Phoenix Health Group are deeply disappointed by the decision of the Cotswold District Council Planning Committee on the 14th of June 2023 to reject the application for a new health centre. We feel the committee did not give sufficient weight to the importance for the people of Tetbury and the surrounding villages of securing a modern, high quality health centre, large enough to meet the needs of the expanding population and ever-increasing health needs of our community.

Over the last 6 years the practice has worked very hard to identify potential sites and projects and this is the only one of the nineteen sites found that has met the financial constraints set by the NHS on behalf of the taxpayer and been able to be taken to the planning stage. We would like to reiterate that any land within the town boundary of Tetbury is competing with residential prices and has therefore been too expensive to pass the NHS business case. Any greenfield land around Tetbury would also be located in the AONB, something that the Planning Committee failed to consider when reaching their conclusion. We are grateful to our current landlords for their patience whilst we try to find a solution to ensure we can continue providing this essential service in Tetbury.

We are working with Stonewood Homes, who worked hard to reach planning committee with a recommendation from Cotswold District Council's Planning Officer

to approve the scheme, to consider options moving forward. We are grateful for the support we have had from our local population and the town council, in particular and hope that we can work together to try to find a suitable home for the practice.

Cirencester

The Practice has been informed that the ICB would support a joint build with other practices in town. We are in the early stages of seeing what is possible. There are big financial constraints with the increased build costs, so any project seems like a real challenge at the moment. We are trying to increase the rooms we have in Cirencester and have applied for more Portacabins. We are concerned about the impact the new housing development will have on us.

### **Patient Feedback**

We continue to receive very positive patient feedback both via the Friends and Family Test as well as from the National Patient Survey.

### **PPG Report**

#### **New Members Initiative**

Following concern that some areas of the Practice have been under-represented on the PPG a text was sent out to Tetbury residents aged over 18 years old notifying them of the PPGs existence. There were approximately 60 responses who are now members of the PPG, which now stands at 170 members in total. In addition, the Practice are sharing Facebook items with the Tetbury Experience Facebook page and are looking into putting some items in the Tetbury Advertiser. Thanks go to Chris Tetley for his support with this.

#### **Tetbury Health and Wellbeing Event (Sunday 30.07.23 afternoon) – Working Group**

There is a Health and Wellbeing event being held on the Tetbury Recreation Ground on Sunday 30<sup>th</sup> July, which the PPG have been invited to participate in. By taking part the objective is to promote the PPG. In order to facilitate this CS would like to establish a Working Group of volunteers for the event. PJ is lending a gazebo and CS has obtained a couple of trestle tables. There will be leaflets from previous PPG events. At a similar Christmas event in Cirencester there was a Children's Lucky Dip, which helped to attract people to the PPG stall. Any volunteers to contact CS via the PPG e-mail address. CT suggested e-mailing the PPG Tetbury members to notify them of the event. CS agreed to send to all members.

#### **Cirencester PPG Promotion**

Last year the PPG took part in the Advent Festival in the Parish Church in Cirencester. This was a very successful event, which helped to encourage interest in the PPG. Our participation was in conjunction with other PPGs in Cirencester and was led by Cirencester Health Group's PPG. The event is being repeated this year

on 25<sup>th</sup> November. Further discussion about this will take place at the next PPG meeting.

### **Practice Survey – Working Group**

The ICB has developed a standard PPG Patient Survey, based mainly on the Phoenix Health Group Survey which we have previously used. This can be customised for each PPG to use. It was proposed that we set up a Working Group to look at setting up our next Patient Survey. Margaret Toms has volunteered to be involved. CS will send round information asking for any other volunteers.

### **Patient Experience**

CS gave lessons learnt from a recent patient experience: –

- Make a note of what the GP says and follow their advice.
- The 111-telephone line was exceptionally helpful, especially out of hours.
- If already under treatment for another issue at the Hospital go the A&E section concerned with that condition as they will have records of your previous treatment. Taking your clinic letter for your other condition can be helpful. The Hospital suggest that you take your existing medication with you, which was also helpful.

### **Election of Chairs**

PJ and CS are prepared to stand again for the next year and have been proposed and seconded. This was agreed.

### **Terms of Reference**

The standard terms of reference were circulated with the agenda. Some PPGs also have a constitution, although this is not mandatory. CS proposed that he and PJ have a look to see if the standard document can be adapted for our PPG, as this could be helpful.

### **Gloucestershire Network PPG Meeting**

CS and PJ attended a recent Gloucestershire PPG Networking event. There was a presentation from a Governor at the Gloucestershire Hospitals NHS Foundation Trust, who explained that any Gloucestershire resident can become a member of the Hospital Trust. PJ and CS have both signed up, which means they are now on the Hospital circulation list. The website to sign up is

<https://secure.membra.co.uk/Join/Glos>.

## **Any Other Business**

- AW is a volunteer with Healthwatch Gloucestershire – He explained about an ongoing project: “How is the rising cost of living affecting your physical and mental health”. Views can be shared on the Healthwatch website, or there is a brief online survey, also on the Healthwatch website. AW will share details with CS for consideration to share. It was suggested that AW contact the Phoenix Trust who may be able to offer support for patients who are experiencing hardship. CS also suggested contacting the Social Prescribing Service to see if they can offer support.
- TF referred to a poster in the Waiting Room about the NHS App, in particular patients access to their medical records. As this has not yet been implemented the poster is jumping the gun. JM will review the poster.
- Access to full medical records was discussed as it is available at some patients’ previous practices. JM explained that the national target date for implementation is the end of October 2023. Due to reservations being expressed by the BMA the Practice will be granting access towards the end of the implementation period.

**Next Meeting – Wednesday 6<sup>th</sup> September 2023 at 13.00pm.** Face to Face or Online to be reviewed prior to the meeting.