

Patient Participation Group Meeting 6th September, 2023.

Attended via Microsoft Teams

Attendees : Chris Smith, Peter Jay, Joe Stokvis, Tony Fleming, Helena Stevens, Richard Moon, Julia Maclean, Henry Allen, Freddie Charrington, Colin Mutton, Douglas Butler, Sindy Foster, Mairead Anderson, Simon Barton, William Peel

Apologies : Alan Waller, Amy Herod, David Pearson, Dave Alexander, Tatyana Cheung, Chris Tetley, Jill McNaught-Davis

Minutes of the last Meeting and Matters Arising

The minutes of the last meeting on Wednesday 21st June 2023 were reviewed and approved.

Practice Report

Partner Dr Amy-Lou Douglas left us at the end of August to move on to pastures new. Her patient list is being taken on by new Partner Dr Emma McMyn, who starts with the Practice today. Dr Emma McMyn has previously worked at the Practice in both Salaried GP and Locum capacities.

Dr Angie Allen, Salaried GP, who has been working across both Cirencester and Tetbury and providing additional cover when GPs are on annual leave is currently on maternity leave.

Dr Katie Heil, Salaried GP is returning from Maternity Leave this month and will then be working across both Cirencester and Tetbury and providing additional cover when GPs are on annual leave.

This year's Flu Campaign is going to run jointly with the Covid vaccinations and will be run from our surgery sites. Clinics will be running from early October and patients will receive text invites with links to book. Children aged 2 and 3 are currently being invited in for their flu vaccination only.

New Tetbury Surgery – Following the planning permission being rejected we are currently working with the developers on our appeal.

New Cirencester Surgery – The ICB will only consider a joint new build with other Practices in Cirencester. We are in the early stages of seeing if this is possible and are in the process of meeting with the other Practices.

PPG Report

Constitution

Questions clarified –

- When voting on motions the Practice have one vote.

- If votes are held they are not binding on the Practice. The PPG can advise and make suggestions but can't instruct the Practice.
- The Co-Chair arrangement has been in place since the formation of the PPG and it works very well. It was agreed to continue with this arrangement.
- Carers – The Practice currently have 410 patient Carers on the Carers Register. Any Carer who is also a patient at the Practice is already able to join the PPG. There could also be Carers who are not patients of the Practice and the question has been raised if they should be able to join the PPG to represent the patient that they care for. This was discussed and it was agreed to include “Registered Carer” in the Constitution. If a Carer wants to join who is not a patient of the Practice the situation will be reviewed at that time.

National Patient Survey

Both of the Co-Chairs have reservations about the size of the patient sample that is used for the National Patient Survey. NHS England have confirmed that the aim is to get 100 responses from every Practice. This does not depend on Practice size.

Compared with another local Practice Phoenix Health Group came out higher in 13 of the 18 indicators. In Gloucestershire Phoenix Health Group are in the top 50%. Individual indicators were reviewed. PJ congratulated the Practice on the excellent results despite the validity of the sample size. JM confirmed that the Practice continue to collect responses to the Friends and Family Test which produces a larger and more representative patient sample.

Tetbury Health and Wellbeing Event 30/07/23

Unfortunately the weather was not good for this event. Thanks were given to Chris Tetley, Douglas Butler and Peter Jay (who supplied the gazebo). There was general positivity for the new surgery in Tetbury, including from the new Mayor.

Advert Event 25/11/23 – Cirencester Abbey

This is a joint PPG event with the other Practice PPGs in Cirencester. The first working group meeting has been held. Chris Smith asked PPG members to keep the day free to help out. There will be a Santa post box and the Christmas lights will be switched on. Further information to follow.

Provisional Wellbeing Event 2024 – 15/08/24

This was held last year and was part of a four-day event. One day was set aside as a Health and Wellbeing event. This was a very successful event. Chris Smith suggested keeping the day free. Further information to follow.

Practice Survey – Working Group

No progress has been on this to date.

Meetings (Face to Face and/or consider recordings?)

The suggestion has been made to hold the meeting at the end of the working day. This would be difficult for the Partners to attend. The current meeting is between their clinical sessions.

It has been suggested that we record the meeting so non-attenders can access. JM will see if this can be arranged and monitor the take up to see if it is required.

Face to face meetings may be more difficult to organise due to venue size and location. Several members expressed a preference for online meetings.

ICS Information

CS receives two or three communications a month from the ICS asking for them to be circulated to PPG members. It was felt that it was helpful for relevant local items to be circulated.

Any Other Business

The issue of asking questions online via the Website outside office hours was raised. JM explained that when the facility was open 24/7 the Practice was inundated by all kinds of overnight communications. 111 is available for medical support if required out of hours. A member of the PPG had sent a question but didn't receive a response. JM confirmed that the incoming queries are monitored and actioned. Individual issues can be raised with the Practice and followed up.

Next Meeting – Wednesday 25th October, 2023 at 13.00pm. Face to Face or Online to be reviewed prior to the meeting.