



## CIRENCESTER HEALTH GROUP Patient Participation Group

**Minutes of the Meeting held at  
1400 on Thursday 1 August 2019 in the Seminar Room at Cirencester Hospital.**

**Note:** CHG Confidentiality Agreement – All present had signed.

Some items were taken out of order to maximise the benefit of Dr Tiffney's presence.

1. **Present:** Ann Coleman, Amanda Gerrard, Dawn Holland, Eleanor Grout, Eileen Wright, Gill Scott, Lian Franklin, Martin Whelan, Nigel Collins, Sian Gardner, Sue Durham, Dr Vanessa Tiffney.  
**Apologies:** Bruce Evans, Graham James, Pat Ayres, Peter Moore, Philip Young, Susan Witts, Ursula Evans.
2. **Minutes of Third Meeting held on 21 May 2019 were Approved.**
3. **Matters Arising:** all covered by the current Agenda.
4. **Latest Developments on Practice Merger** – Dr Vanessa Tiffney reported that the Merger is progressing well but as yet there has been no progress on a new location. 'High Risk' monitoring and recall systems have been merged. Dr Swanborough has agreed to stay an extra six months.
5. **CQC** – 'structured phone' call held on 7 June and an inspection, at two weeks notice, can be expected before the end of the year.
6. **New Appointment Booking System** – Dr Tiffney explained the new system. St Peter's Road patients will now be able to book some appointments in advance without speaking to a doctor; Avenue patients may experience more phone calls. The Receptionists will receive special training and flowcharts will be developed to enable them to decide whether an appointment or telephone call is appropriate; for example in some cases it maybe more appropriate for the patient to see a physiotherapist. Once trained they will be called 'Care Navigators' to signpost the patient in the right direction. CCG will provide the training. This should enable the patient to see the right health professional for their medical condition. The message on the 'phone will be changed to explain the system. CHG has seven partners and will be reviewing the best ways to use resources.
7. **Terms of Reference** – The PPG approved the revised ToR but did not consider the optimum size of the group, this will be done at a later date.
8. **Venue and Dates for Future Meetings** – The PPG approved future meetings in the Seminar Room at Cirencester Hospital. Members needing wheelchair access will have to get permission to use the lift in the Treatment Centre but this should not be a problem. However, there are alternatives: a) the ARU department at the hospital, and b) the Community Room at Cirencester

Fire Station, both on the ground floor. **Note subsequent to meeting:** contact to book the Community Room at Cirencester Fire Station is Jessica Jackson, (see footnote for full details) [jessica.jackson@glosfire.gov.uk](mailto:jessica.jackson@glosfire.gov.uk) .

The possibility of holding some meetings later in the day, say 5.30pm so people who work could attend, was discussed. Sue Durham said one problem would be that no doctor could attend. It was suggested that every third meeting might be appropriate but not to start until May 2020.

**Action: Nigel** will make enquiries about rooms.

**9. Targets for the Next 12 Months – Planning Discussion.**

Dr Bromwich, who is training to be a Clinical Supervisor, is willing to do ‘A Day in the Life of a Doctor’ in October. It will be held at St Peter’s Surgery on Thursday 17 October at 6pm, followed by a question and answer session. It could be advertised in *Cirencester Scene* &/or *The Standard*, on the website, in the Surgeries (screens and handouts), posters and in the newsletter. Ten or more people are needed to attend, maximum 20?

Current topics:

- a) Patient Information Evenings:
  - i. A Day in the Life of a Doctor, October;
  - ii. The New Appointment Booking Process, to be held early in the new year to discuss how it is going;
  - iii. Healthy Eating Spring 2020;
- b) Conduct a survey to assess patient reaction to new appointment system;
- c) Newsletter(s).

**10. Website** – This should be going live next week or very soon thereafter.

**11. Support for more Consultant Appointments in Cirencester** – There is nothing that the PPG can do directly to influence this but, after much discussion, it was decided that Gloucester Hospital Trust should be contacted. **Action: Who?**

**12. Mobile Phone Usage in the Surgery** – Loud conversations in the waiting rooms can be very upsetting to other patients. Notices will be posted in appropriate places requesting phone users to go outside to hold their conversations. The use of mobile phones for other purposes is acceptable and free WiFi is available in the waiting rooms. **Action: Sue.**

**13. Patient Participation Leaflet** – Eileen Grout is drafting a leaflet for the Group,

**14. Poems** - For £25 per year ten copies of poems will be provided for patients to take if they wish.

**15. DNA Totals to Date and Suggestions for Reducing DNAs** – Not available on this accession. Appointment confirmations/reminders are still being sent. It was suggested that reminders for appointments should be sent to ‘phones the day before.

**16. Any Other Non-merger Practice News** - None

**17. Patient Concerns** – No issues raised.

**18. Any Other Business** - Pharmacy 2U is a private organisation unrelated to NHS.

**19. Date of Next meeting: 14:00 3 October 2019** in the **Seminar Room at Cirencester Hospital.**

**Footnote**

**Contact for Community Room at Fire Station:**

Jess Jackson, Logistics Resources, Business Planning Strategy & Performance, Gloucestershire Fire & Rescue Service, Tri Service Centre, Waterwells Drive, Quedgeley, Gloucester, GL2 2AX. Tel: 01452 888732, [www.glosfire.gov.uk](http://www.glosfire.gov.uk) .