



CIRENCESTER HEALTH GROUP Patient Participation Group

Draft Report of the Sixth Meeting held at

1400 on Thursday 28 November 2019 in the ARU Room at Cirencester Hospital.

Notes: The fifth meeting on 3 October was cancelled through lack of attendance.
CHG Confidentiality Agreement – All present had signed.
Some items were taken out of order to maximise the benefit of Dr Norman's presence.

1. **Present:** Ann Coleman, Eileen Grout, Nigel Collins, Philip Young, Sue Dunham, Ursula Evans, William Norman.
Apologies: Amanda Gerrard, Bruce Evans, Dawn Holland, Eleanor Fletcher, Gill Scott, Graham James, Lian Franklin, Martin Whelan, Pat Ayres.
Resignations: Siân Gardner, Amanda Gerrard, Peter Moore and Eileen Wright, plus Ann Coleman post-meeting.
2. **Minutes of Fourth Meeting held on 1 August 2019** were **Approved** subject to typographical corrections.
3. **Matters Arising:** Item 11: Support for more Consultant Appointments in Cirencester - Action not specified. After discussion it was decided that it is the PPG's responsibility to take this forward. Initially to seek an opinion from Bruce Evans. Then, if appropriate, the Chair should contact Gloucester Health and Care Trust. **Action: NRC - pending**
All others matters covered by the current Agenda.
4. **Latest Developments on a) Practice Merger and b) CQC Inspection on 27 November** – Dr Norman and Sue Dunham.
 - a) The merger is progressing steadily and negotiations about a future site are ongoing.
 - b) CQC inspection - update provided. Merging the practice processes is proceeding in orderly, measured way to ensure that everything is completed properly without avoidable repetition and without loss of jobs. The full CQC report is expected before Christmas. However, the four PPG members who had volunteered to standby for phone consultation by the CQC panel had not been contacted. There was a feeling among some that they had been treated in an arrogant and dismissive manner, which is a thoroughly unsatisfactory way to treat patients.
5. **New Appointment Booking System** – various aspects of the new system were discussed: including the telephone answering service. Some patients had reported the new "Care Navigator" process worked well for them. It is still too early to judge because experience of the system is still limited. The recorded 'welcome' message(s) are too long and some patients had found some parts indistinct. If the messages are too long this will increase the queue-time for reaching staff members even more. 25% of appointments should be bookable online but currently these are mostly nurse clinics. Need to 'field' calls better.

6. Activities for the Next 12 Months

- a) **New Appointment Booking Process** – face-to-face patient sessions will be arranged and coordinated with a wider questionnaire survey to assess patient reaction to the new procedures in about February or March. Provision for private interviews required.
- b) **Healthy Living Event** – An outline of progress to date had been circulated in advance. It was decided to support the proposal for an event at Cirencester Leisure Centre in early in 2020 open to all Cirencester patients. However, rather than a small-scale drop-in it should be a larger event with a range of stands hosted by relevant organisations. Could have talks/presentations/workshops at specific times. Email circulation list for events. Also suggested: WI, U3A, Lloyds Pharmacy.

ACTION: EG to contact Andrea North (CLC) to advise her of our decision.
NRC to update the Cluster group and request support to take the project forward.

7. Publicity

- a) **Patient Participation Leaflet** – Approved for printing and distribution.
ACTION: NRC to tell SD. Done
- b) **Portable Roller Banner(s)** – the group will reconsider advertising again at next meeting.
ACTION: EG to consult “Knights” re posters.
- c) **Newsletter(s)** – third edition should probably be circulated in first half of 2020.

Action: TBD

8. **New CHG Website** – including especially PPG pages. PPG pre-merger reports have now been removed and replaced by 2019 reports. PPG email address corrected. Terms of Reference not yet displayed. New PPG leaflet should be posted.

9. **Poems in the Waiting Room** – The PPG expressed its thanks to Siân Gardner for generously funding the poems for five years. One patient had called it a lovely calming idea that had made her feel much more relaxed.
Action: NRC to contact SG, Done

10. **DNA Totals to Date** – Not available on this occasion. Carried Forward. Image to be used.

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

12. **Patient Concerns** – No new issues were raised.

13. **Dates, Times and Venues for Meetings in 2020** – It was agreed that for the time being at least meeting times should remain at 1400 because of the impossibility of getting surgery staff to attend in the evening.

The dates for 2020 were approved, on the last Thursday of alternate months:

30 January	ARU Room, Cirencester Hospital;
26 March	ARU Room, Cirencester Hospital;
28 May	ARU Room, Cirencester Hospital;
30 July	ARU Room, Cirencester Hospital;
24 September	ARU Room, Cirencester Hospital;
26 November	ARU Room, Cirencester Hospital.

14. **Any Other Business – New Members.** Mr Chandra Verma will be invited to join the group.
ACTION: NRC, Done

Problem of records being unavailable - Philip

15. **Next meeting: 14:00 30 January 2020** in the ARU/Seminar Room at Cirencester Hospital.