



Minutes of Cirencester Health Group PPG Meeting on Tuesday 26th March 2019

Present: Philip Young (Vice-Chair), Ursula Evans, Gill Scott, Lian Franklin, Eleanor Fletcher, Peter Moore, Eileen Wright, Pat Ayres, Graham James. Dr William Norman attended.

Apologies: Bruce Evans, Amanda Gerrard, Dawn Holland, Martin Wheeler. Judith Reynolds, Nigel Collins (Chair), Sian Gardner, Sue Dunham, Eileen Grout, Susan Witts, Heather Sutton, Ann Coleman (Minutes Secretary)

Introductions: Members were welcomed to the second formal meeting of the Group, including a welcome to our new member, Peter Moore. As a number were attending for the first-time, members were asked to introduce themselves.

Gill Scott. As part of her introduction Gill talked about the leaflet Poems in the waiting room and the part she played in having them available at St Peter's Road. She would like to see them made available at the Avenue.

Peter Moore mentioned his involvement with NHS England and Gloucestershire CCG and how he hoped that his involvement with us would enable him to see things from a different prospective.

Minutes from First Meeting 22 January 2019: These had been circulated before the meeting.

Matters Arising: Dr Martin Hewitt is due to retire in July. No other comments arising that could not be dealt with under the Agenda.

Latest Developments on Practice Merger: Dr Norman informed the Group that it was now clear there was not as much Roman interest in the site to which the 'temporary' wards at Cirencester Hospital were to be relocated so it was hoped that this would move forward allowing the site currently occupied by these buildings to become available. However, this was not a quick fix as it is likely to be some years before the new CHG location becomes a reality.

Dr Norman also mentioned that there had been a joint meeting with the Phoenix Practice at the Primary Care Commissioning Board about new surgery developments. This came about as the Phoenix are also looking to build a facility on the new housing estate to be built at Chesterton and both practices wanted to be sure the Board understood the situation as normally, they would only expect requests for funding from one such development in a town the size of Cirencester.

There is also an idea that our new centre on the Hospital site would become part of a Health Campus where such procedures as blood tests and x-rays are available on the same site (albeit they would be run by different parts of the NHS).

New Appointment Booking System: Progress is being made but implementation is not imminent. Dr Norman then explained to the Group the complexity of the appointment system and how different types of appointment, face to face, telephone and triage are shared by Doctors including the Duty Doctor (the Doctor with no booked appointments and therefore available to deal with immediate patient requirements) and how these currently differ between the two surgeries. He also

went through what the revised appointment system might look like, again including the split between types of appointment.

Peter Moore raised an issue from the St Peter's Road Web site where details of a 7-day appointment system are described but there is no mention of this on The Avenue Site.

Dr Norman explained that the 7-day system came into being in April 2018 and is a system whereby a patient can be offered an immediate appointment at another Surgery (these are available to all Practices in the South Cotswold Cluster on a rota basis between surgeries) and while St Peter's Road had made the information available The Avenue had not.

Terms of Reference – Full discussion deferred until next Meeting. However, PY asked the Group for comment on whether we should have an 'annual' meeting at which PPG appointments are confirmed rather than leave these open as the draft he is working through suggests. The consensus was in favour of an annual meeting. **Action NC & PY**

Procedure for Adopting New Members. It was agreed that potential new members be asked to apply through the Practice Manager before attending meetings. (the Practice Manager would act as a mail box for the Chair).

There was also discussion about the size of the group and the viability to make decisions and it was concluded that a smaller group is definitely more productive.

Targets for the Next 12 Months

- a) Aid the practice with merger developments, etc - on going
- b) Conduct a survey to assess patient reaction to merger – deferred until new appointment system operational
- c) Suggestions arising from last CQC inspection - held over but Dr Norman confirmed no indication of an Inspection. Normal warning is about 2 weeks.
- d) Newsletter(s) – required to bring patients up to date with Practice News and to encourage patient feedback to the Group. **Action PY and NC**
- e) Patient Information Evenings. Two ideas put forward by PY one for a day in the Life of Doctor (inspired around the discussion of the appointment system) and the other to give information about the new appointment system. Both accepted but to take place near to the time of implementation of the new system.

Website: Waiting for funding for a combined website. Understood to be imminent. PY pointed out the Newsletter on St Peter's Road site was autumn 2017!

Other Non-merger Practice News: Dr Norman advised that receptionists were being trained in "care navigation" to ensure that, where appropriate, patients are guided to the correct Health Practitioner to help manage the GP workload.

Other Patient Concerns: PY asked if members were aware of the Prescription Ordering Line run by the CCG. He advised the group that a specific group of patients were now being directed towards this facility to order repeat prescriptions rather than the surgery. This is to ensure overordering of expensive products does not take place but PY is concerned about the impact this will have on some vulnerable patients. No one was aware but maybe an item for the newsletter.

Did Not Attend: Sue Durham had provided PY with the figure of 312 appointments missed resulting in 5399 minutes lost as at 1st February 2019 across both sites. (it was believed this was the 12 months to) Concern was again expressed about the high number of missed doctor and nurse appointments. PPG Members to consider how the group can help CHG address this.

ACTION: All

Any Other Business: Nothing under this item

Date of Next Meeting: 21st May at 2.30 pm at The Avenue site.