

# Cirencester Health Group

## Patient Participation Group

### Minutes of the Meeting held on Tuesday 26<sup>th</sup> May 2019

**Present:** Ann Coleman (Minutes Secretary), Bruce Evans, Eileen Grout, Eleanor Fletcher, Gill Scott, Graham James, Judith Reynolds, Lian Franklin, Martin Whelan, Nigel Collins (Chair), Pat Ayres, Philip Young (Vice-chair), Sian Gardner, Ursula Evans.

All those who attended the meeting signed the Confidentiality Policy for PPG Members.

1. **Apologies:** Amanda Gerrard, Dawn Holland, Eileen Wright, Heather Sutton, Peter Moore, Sue Durham, Susan Wilts, William Walsh.
2. **Minutes** from Second Meeting held on 26 March 2019 were accepted.
3. **Matters Arising:** All covered by the current Agenda.
4. **Practice Merger - Latest developments:** Dr Will Norman attended and described progress to date. To make the best use of his time, a number of items from later in the Agenda were brought forward. A site for the new surgery remains unresolved.
5. **The new appointment booking system** has not yet been finalised. Currently the Avenue patients are asked to ring from 8am but often the lines are blocked. The St Peter's Road system is to ring and ask for a doctor's call to either make an appointment or give advice. A new amalgamated system is needed to incorporate the best of both systems. In the future there will be a single phone system for CHG.
6. **Terms of Reference:** It was decided that parts of the draft were badly worded and needed changing. **Action:** Nigel to amend the draft and circulate.
7. **Membership.** Following discussion, it was decided that the PPG should not be too big (certainly no more than 20) but there was no decision on the optimum number. It was agreed that if a member missed three consecutive meetings without good reason they would cease to be a member of the group.
8. **Venue & Date for Future Meetings:** Sue Dunham is unable to attend meetings on Tuesdays and it was proposed to change the day, time and venue of future meetings to the last Thursday of the month at 14:00 in the Seminar Room at Cirencester Hospital. Members agreed to change the date and time and to try the Hospital for a few meetings. The next meeting will now to be held in the Seminar Room at Cirencester Hospital on Thursday 1<sup>st</sup> August at 2pm. (See Nigel's Email). It was suggested under AOB that some meetings might be held in the evening as this might encourage younger members to join.
9. **CQC Inspection:** The procedure has changed and they now carry out a 'structured phone call' (scheduled for 7 June) to talk things through and decide whether a visit is needed, although a visit within six months is likely.

10. **Targets for the next 11 Months:**

- i. The plan for evening talk on "A Day in the Life of a GP" was welcomed and it is likely to be in September. **Action:** Sue will seek a volunteer doctor.
- ii. When the new appointments system has been developed a meeting for patients will be arranged to explain it and to look at the effects and how patients can get the most out of their appointments.
- iii. There was a suggestion for a Nutritionist to talk about diet and healthy eating.
- iv. This information could be put in a newsletter to encourage people to register their interest(s).

11. **Website:** 'Footfall' has been contracted to develop a new website for CHG and work should be underway. An update should be available at the next meeting.

12. **DNAs:** - A large number were reported. Should there be a change in policy if an appointment is missed? It was suggested that instead of showing how many appointments are missed, it might be better to publicise the percentage of appointments that are kept. Monthly figures could be displayed in the surgery and on the website to gauge reaction.

13. **Other Non-merger items:**

14. **Poems:** These have proved a huge success at St Peter's Road Surgery while patients are waiting for their appointments. The Avenue inquired how to get access to them for their waiting room. Information could be put in the next newsletter for patients to register their interest.

15. **Any Other Business:**

- i. A member asked if some of the PPG Meetings could be held in the evening to accommodate people who worked in the day. Nothing was decided but it might encourage younger people to attend. To be discussed at the next meeting in August.
- ii. It was noted that people living in Cirencester would prefer to see consultants at Cirencester Hospital whenever possible instead of having to travel to Cheltenham or Gloucester. Could the PPG help to encourage more clinics in Cirencester? To be discussed at the August meeting.
- iii. There is a need for clearer guidelines on the use of mobile 'phones in the surgery (eg notice in waiting room). To be discussed at the August meeting.
- iv. Patient Participation Leaflet - The Park [Upper Thames] Surgery PPG has a leaflet and it may be a good idea for us as well. To be discussed at the August meeting.
- v. The issue of patient's notes and letters has now been resolved and all information should now be sent to the correct practice.

16. **Judith Reynolds**, who has been a wise and valued member of the Avenue Patient Forum since its inception, announced that she has decided to stand down from the formal group but will remain as a virtual PPG member. The PPG expressed its appreciation for her insightful contributions over the years.

17. **Next Meeting:** Thursday 1<sup>st</sup> August at 2pm in the Seminar Room, Cirencester Hospital.  
Apologies: Graham James.

**Future meetings:** Thursday 3<sup>rd</sup> October, Thursday 28<sup>th</sup> November, Thursday 30<sup>th</sup> January and Thursday 26<sup>th</sup> March.