



PATIENT PARTICIPATION GROUP

Report of the Virtual Meeting held at 1400 Thursday 25 November 2021

Welcome to Ken Skehan, our new member.

1. **Apologies:** Bruce Evans, Eleanor Fletcher, Martin Milnes, Ursula Evans, Sue Dunham.
Present: Chandra Verma, Dawn Holland, Eileen Grout, Gill Scott, Graham James, Ken Skehan, Nigel Collins, Pat Ayres, Philip Young, Dr Will Norman, Barbara Pond (GRCC).

2. **CHG News** Dr Will Norman.
CQC Re-Inspection CHG has now received a GOOD grading. Website to be updated.
Covid-19 Booster vaccinations are going well but the staff at the hospital site are exhausted, it is increasingly difficult to find volunteers, and the site may be closed with all vaccinations being transferred to Bingham Hall.
 There is quite a lot of Covid around (CHG logged 20-30 new cases in the current week) but fortunately not a big increase in hospitalisation and the level of poorliness seems to be going down.
Other Practice News There has been a high turnover of reception staff. New staff don't always realise what a demanding high-pressure job it is and then decide the work is not for them.
 Nationwide there is a 30% increase in demand for NHS services, resulting from post-Covid demand and from Covid itself.
 The surgery is trying to restart specialist clinics as soon as possible and is concentrating on areas of most need.
Patient Concerns A patient was asked to send a photo to their doctor and were told by reception to use eConsult. This is a very clumsy route for such a request, involving many irrelevant questions and the photo did not reach the right doctor. The simplest route is to ask for a specific link, which is then sent to the patient by text or email; photos can be attached (with some text) and sent straight back to the correct doctor.
 Although eConsult offers a new access route to services, it does not reduce the workload – one doctor must be devoted to dealing with eConsult cases.

3. **Matters Arising**
ACTIONS
 - a. Contact details for PPG members have been circulated (NC).
 - b. Unannounced Surgery Closures – Problems had arisen when insufficient Receptionists were available to enable both surgeries to open safely, therefore one had to be closed. This has only happened very occasionally, roughly half a dozen afternoons.

4. Healthy Living Event – ‘Spring Clean Your Health for 2022’. - Update

Feedback from Cluster:

Phoenix Health Group believed to be positive.

Fairford view is “Cirencester event not relevant to Fairford”.

Park/Upper Thames and Rendcomb - nothing to report.

The *Phoenix Charitable Trust* has offered up to £200, for which the PPG is most grateful.

• Participation in the ***Cirencester Health and Wellbeing Week - 13th to 19th June 2022.***

Our event would have free and exclusive use of the Market Place all day for up to 20 stalls.

Because the CCG Information Bus is already booking up fast for next year, we have had to book it for 14 June, therefore setting the date for our summer event.

Barbara Pond (Head of Operations and Business Development, GRCC) stated that the event was very relevant to their interests, especially the social prescribing aspects, and she wished to be involved.

Hope to have Diabetes screening available.

Hope to involve schools.

Additional possible participant organisations include: The Samaritans (contact Pat Ayres).

Social media is a good means of publicity; the Cirencester and the Stratton groups were suggested.

Has Gloucestershire County Council (GCC) been approached for funding? Sarah Clifton-Gould (CDC) has been asked to investigate this possibility. It was suggested that we might apply for a grant from the Build Back Better scheme being implemented by GCC.

• Conclusion

Although a June event remains the priority for CHG PPG, at this stage the meeting agreed not to rule out an event on a Sunday in March - the two events could reach different audiences. However, the other local PPGs should be involved in making the final choice between March or June or both. To this end it was agreed that NC would contact Peter Jay (Phoenix Health Group PPG) to arrange a meeting with him, and perhaps a sub-group of their members, to discuss the way forward. Although more are welcome, currently, CHG PPG sub-group volunteers are: Eileen, Nigel, Philip and Ken.

ACTION: NC

5. Community Wellbeing Service – Update by Barbara Pond, Head of Operations and Business Development, GRCC.

Interviews are underway to fill the vacancy in the South Cotswolds for a Social Prescriber (SP). The new SP will be based in the community, work across several surgeries and attend PPG meetings in future. We are also recruiting a new Project Manager. Both posts will start at the beginning of January 2022. More news on this to follow!

6. Any Other Business

BP said that Kim Hill (GRCC) could be removed from the PPG circulation list.

7. Time and Date for Next meeting: 27 January 2022. Confirmed but an earlier meeting may be necessary if a March event is chosen.