



## PATIENT PARTICIPATION GROUP

### Report of Virtual Meeting held at 1400 Thursday 27 January 2022

**Present:** Chandra Verma, Dawn Holland, Eileen Grout, Gill Scott, Graham James, Lian Franklin, Nigel Collins, Pat Ayres, Philip Young, Dr Will Norman, Sue Dunham; Barbara Pond, & Amanda Wragg (GRCC).

**Apologies:** Eleanor Fletcher, Ken Skehan, Martin Milnes, Ursula and Bruce Evans, Susan Witts.

**Announcement** Nigel Collins will stand down as Chair as soon as a replacement is found, or by the end of June 2022 at the latest.

#### 1. **CHG News** Dr Will Norman, Sue Dunham.

There are now more face-to-face appointments. During the Omicron period enhanced PPE had been adopted. Advice from BMA is that masks should be worn in the surgery. The recent increase in demand for surgery services may be easing down.

There have been changes in the Reception Team (the work is not what some expected).

To improve working conditions so that teams can work together more effectively, the Administration team will be located at St Peter's and the Reception team at the Avenue - there will always be one Receptionist at St Peter's. This should improve consistency when dealing with patients, improve support for colleagues, and enable incoming phone calls to be fielded by the team. Medical Secretaries will also work together. The Care Navigation team will be together, and an advert is out for additional staff. The changes are planned to be complete by April.

How will queues at St Peter's reception be solved? Queuing will be kept under review.

No progress on a new building.

CHG hope to input to the Cirencester Town Plan - primary care should be at the heart of discussions.

eConsult is "another lane on the motorway" and doesn't reduce traffic! Is this the right solution going forward, or can a better one be found?

Barbara Pond announced that a new full-time Social Prescriber (SP), Caroline Gooch, has started and will attend PPGs. A new half-time SP, Andrea Henson, will start on 14 February.

#### 2. **Matters Arising**

The PPG Joint Working Group has been established and has met once.

#### 3. **Health and Wellbeing Event 14 June**

Title for the day: *Self Care -- The NHS and Beyond*

##### 3a **Aims and Objectives**

Key words: "Holistic" and "Empower" – link with the 'Wheel of Life' (attached).  
Aims and Objectives as proposed by JWG were approved with minor modifications.

##### 3b **AIMS**

*The primary aims of the event are to engage, educate and empower individuals to understand their overall health and mental wellbeing in an holistic way and to encourage a self-care approach to make positive lifestyle choices which empowers and develops more healthy lifestyles.*

### 3c OBJECTIVES

- \* To introduce self-care consultations to empower people to take care of their own health and mental wellbeing.
- \* To empower people to change lifestyle choices that impact on health, eg blood pressure, weight, smoking and alcohol.
- \* To help people with diabetes understand healthy nutrition and manage their health.
- \* To signpost services supporting Self-Management.
- \* To engage people in a fitness regime.
- \* To introduce the Social Prescribing Scheme.
- \* To promote the use of Self-Care Forum Factsheets, enabling self-care for common minor illnesses.
- \* To raise PPGs profile and further develop their role as advocates for the NHS and its services in our community.

### 4. Healthy Living Event 14 June - *Preparations and Outstanding Tasks*

The Joint Working Group has now been augmented by representatives from Upper Thames Medical Group and Rendcomb, Fiona David and Pauline Farman, respectively. Very important to involve as many of our cluster partners as possible.

The Joint Working Group (JWG) met on 11 and 24 January, and a meeting with Town Council representatives was held on 17 January.

Eileen Grout reported 14 stalls confirmed, with three more progressing: mental health, a pharmacy (Tesco), Ageing Well Team. The Social Prescriber service supports all the different elements of “getting better” and needs a stall to “*Introduce Social Prescribing*” (run by Amanda, Caroline & Andrea). This brings the total to 18 stalls; although 20 may not be actual limit depending on how they are arranged. The remaining stalls will be reviewed at next WG meeting.

Decisions on mental health side on hold until Peter Jay (Phoenix PPG) has contacted Cllr Jenny Forde. Following uncertainty over the future of the CCG Information Bus, it has been decided to move to Plan B using a large gazebo for health screening or ‘Risk Assessment’, eg diabetes, blood pressure, BMI, weight management.

#### Theme areas

Eating disorders and diabetes prevention team.

Risk Assessment (including the Round Table also testing eg BP checks, PSA, etc).

Mental Health.

Self Care Forum. Emphasis of the event is on empowerment and self-care, and the relevant Forum fact sheets should be readily available, either printed or accessible online via a QR code. Some funds required for printing. There should be a stock of the relevant factsheets on the PPG stall. The fact sheets are prepared by professionals and SD confirmed that surgeries should have no issues with the content. NB Use the poster to promote the Factsheets.

Gloucestershire Eating Disorders Support Group. Pat Ayres will not be available on 14 June, but another team member will run the stall.

Action: EG to send PA contact details for Sarah C-G

Samaritans - PA and DH will make contact with a volunteer.

Independence Trust - unemployment support

The Salvation Army Band is not an option. Other ideas include a sound system, &/or buskers

Joint PPG Stall - Needs to be dressed up to make it look good (bunting available) and volunteers needed from all PPGs to run it. Needs two people on duty at any one time. LF prepared to coordinate (if not on Holiday), helpers: Graham, Dawn, Nigel, Gill (but not on the day).

The maximum number of stalls should be decided at the next TC meeting on 17 February.

5. **Next meeting 1400 31 March 2022**, earlier if necessary, ‘Teams’ worked well & will be used again.