

**CIRENCESTER HEALTH GROUP
PATIENT PARTICIPATION GROUP**

Notes on the Virtual Meeting 1400 Thursday 12 November 2020.

Present: Bruce Evans, Chandra Verma, Dawn Holland, Gill Scott, Graham James, Lian Franklin, Nigel Collins, Pat Ayres, Philip Young, Sue Dunham, Ursula Evans, Dr Will Norman, Louise Fletcher (GCCG).

Apologies: Eleanor Fletcher, Susan Witts.

Resignation: Eileen Grout has decided to step-down from the PPG for the time being but will remain in the Virtual Group. The PPG are most grateful for her valuable contributions and support, especially her work to develop the Healthy Lifestyle project.

1. Practice News, Developments and Merger

- a) Dr Norman introduced the latest news. There has been little progress on a new location/building; feasibility and valuation studies are ongoing. More nurses have been recruited.
- b) CQC rated CHG as “Requires Improvement” and asked for additional information, which the practice is providing. The CQC has now resumed the assessment process and a telephone discussion has been arranged, although apparently the grade cannot be changed.
- c) Coronavirus – The local surgeries are working together to find the best way to get a vaccine out to people. Offers of help (eg admin/organisation, etc) from PPG members were warmly welcomed.

2. The Phlebotomy ‘service’ – The phlebotomy provision at the hospital was removed but is now being slowly increased again! Appointment booking online. Blood tests: some funding provided to CHG for tests for our patients; there was a shortage of reagents for a while, which increased waiting time, but this has been resolved and the receptionists are working to get patients booked in.

3. Restarting Dates for Various Clinics, eg Coronary Heart Disease (CHD). Many routine clinics and/or tests have been suspended this year and some patients may not have been seen or reviewed for a year, but there is a smaller group where delay could be a problem. In case of need, patients are encouraged to book appointments and the surgery is looking to see who needs treatment and to catch up on standard testing.

4. Social Prescribing (SP) – Introduced by Louise Fletcher. The service is provided by Gloucestershire CCG and is open to anyone over 16 years and living in the Cotswolds. Aim: to help improve the health and wellbeing of individuals and the community. Remit is very broad, eg: housing, finance, emotional wellbeing, redundancy, support during lockdown, etc. Referrals by: GPs, nurses, community groups, self-referral, and more. Carried out by trained professionals. Triage by phone. Louise was asked if the public know and understand what is meant by SP because the title is misleading. It could be described as a ‘social’ provision. The members thanked Louise for her helpful and informative talk.

5. Flu Vaccinations – The drive-through Flu vaccination days went really well, with many positive responses from patients, and are likely to be repeated. About 2,000 vaccinations were carried out. The PPG expressed its gratitude and praise to all concerned.

6. Consultation Waiting Time Survey – About 32 responses so far, most from the 65+ age group, then the 50-54 group and <18 years third. About 10% said their condition had worsened. Orthopaedics, heart issues, urology, gastroenterology and ENT are areas of most concern. There had been some adverse criticism of the survey on social media. The earlier Appointments Survey has now been overtaken by events.

7. **E-consult experiences** – Members had mixed reactions – good and bad. Some definitely liked it. However, some thought it long-winded; the applicability of some questions was criticised; email and/or the phone was preferred by others. Photos can be uploaded but the surgery must first send a text with the necessary link (only a single email address available), however an alternative method will be developed. The response time from the surgery was said to be very good. There are plans for more organised triage via the Care Coordinators.
8. **New Activities** – Newsletter Issue 3. Potential items include: Social Prescribing; a recruitment drive for the physical and virtual groups; the waiting time survey results; a report on the very successful drive-through flu jabs process, potentially applicable for Covid vaccinations. Publication likely late January, after PPG approval. Distribution is problematic now, so it will be on the website, and possibly circulated via bulk emails &/or texts.
9. **New CHG Website** – No particular comments.
10. **Membership both Formal and Virtual.** The newsletter will make it clear that the PPG is not a “closed shop”, new members are always welcome especially younger ones; the use of virtual meetings might encourage younger members. The Virtual Group could be expanded but we need someone to organise it properly. [Post-meeting Note: alternatively, since all meetings will be *virtual* for the foreseeable future; do we need a separate group? Also, necessary to establish whether unresponsive members wish to remain involved.]
11. **Patient Concerns** – *Shingles* vaccinations are available but have to be ordered.
12. **Any Other Business** - None.
13. **Time and Date of Next meeting: 1400 on Thursday 14 January 2021.**