



**CIRENCESTER HEALTH GROUP  
PATIENT PARTICIPATION GROUP**

**Report of the Virtual Meeting held at 1400 on Thursday 20 May 2021**

- Present:** Bruce Evans, Chandra Verma, Dawn Holland, Gill Scott, Graham James, Nigel Collins, Pat Ayres, Philip Young, Sue Dunham, Ursula Evans.
- Apologies:** Eileen Grout, Eleanor Fletcher, Lian Franklin, Dr Will Norman, Kim Hill (GRCC).

**1. CHG News – Sue Dunham**

**Covid-19 Update**

- a) Vaccination proceeding well. 36+ age group all done, now working through the remaining 30s. Some in this age group have been difficult to contact even after 6-7 attempts by text/letter/phone. After which no further attempts are made but these patients can still be vaccinated later. Extra clinics to give second jab to all >50s.

**Other Practice News**

- b) New surgery location/building - No progress.
- c) Staffing. Some nursing staff changes and new recruits. The Patient Care Coordinator (Kate Barnes) is now in post and is helping with Covid jabs and will have a cohort of patients to manage, eg dementia, learning difficulties, chaperone service, etc. A Clinical Pharmacist has also been recruited. Consideration is now being given to the possibility of recruiting a Paramedic to, for example, support doctors and see patients at home; CHG now deciding on the level of training and support required.
- d) The demands on duty doctors, including the level of phone calls, have now become huge and cannot be sustained at this level. A solution is required urgently, possibly with a nurse or paramedic on hand to help. Why has there been such a huge extra demand? This is part of a national trend.
- e) Complaints have increased markedly recently (3-4 that week).
- f) eConsult enquiries have increased massively, especially overnight and at weekends. Therefore, eConsult is now only available during working hours, and is switched off overnight from 1830 to 0800 and at weekends & Bank Holidays. The issue has been discussed with the local cluster group but a common website message was not agreed. Medication can still be ordered online at any time. Emergency contact procedures remain unchanged.
- g) Continuity – The practice would like to record the doctor that each patient usually sees (not necessarily their registered doctor), this would aid receptionists and administrators. Forms have been tried in the past, and many more mobile numbers are now on record. It was noted that patients often wish to see a doctor with a particular specialism.
- Action: ALL** members were asked to consider how to capture this information.
- h) Has there been an increase in mental health service demand? Yes, there has been an enormous impact on mental health.

## 2. Questions from patients:

- a) Are there any changes to the processes for booking face-to-face (F2F) appointments in future? The current publicity around appointment booking was briefly discussed. Throughout the pandemic F2F appointments have been available when needed. There is no intention to prevent patients having face-to-face consultations with GPs when necessary, and the receptionists have a prepared standard telephone response. Video conferencing could help in future.

**Action: SD** will examine the data on F2F appointments.

- b) Since April full annual recalls/reviews have been resumed as normal. Over the last year recalls have been concentrated where most needed.

## 3. Matters Arising from 18 March session

### ACTIONS:

- a) Telephone Introductory Message to be reviewed: SD ongoing;
- b) PPG Email Address (SD & NC): Completed - references to the address on the website have been deleted and the account closed. In future patients will need to contact the PPG via the surgery;
- c) Cotswold Leisure Strategy (ALL): Ongoing – possible relevance to our planned *Healthy Living* event. Stage 3 – “Active Community” heading seems applicable. Any event would have to involve all cluster members (not just a single practice) and this is exactly the view held by the manager of Cotswold Leisure Centre. The ‘Park Runs’ programme is relevant in this context and the potential for entry charges to park was discussed.

## 4. Any Other Business

- a) PPG What's App group Following a discussion on the technology issues involved and the prospect of faster/easier communication between PPG members, it was decided to defer a decision to a future meeting. If we go ahead, CV offered to set up and manage the group.

**Action: All** to consider how useful they would find such a group.

- b) No additional concerns/comments were raised.

## 5. Time and Date of Next meeting: 1400 on 29 July 2021 – If possible, it should be a real meeting (as opposed to virtual).

**Action: NC** to explore possible venues, specifically the Community Room at the Fire Station.