

PATIENT PARTICIPATION GROUP



Report of the Meeting held on Thursday 23 June 2022 at 1400

Venue - Avenue Surgery Waiting Room

1. **Present:** Chandra Verma, Denise Smallman, Eleanor Fletcher, John Umasanthiram, Linda Lawrence, Nigel Collins (Chair), Philip Young (Vice-Chair), Sue Dunham, Dr Will Norman.
- Apologies:** Dawn Holland, Eileen Grout, Gill Scott, Graham James, Ken Skehan, Pat Ayres.
- Resignations:** Lian Franklin, Ursula and Bruce Evans.
Temporarily: Eileen Grout.
- Welcome to New Members:** Denise Smallman, John Umasanthiram.

Nigel Collins and Philip Young announced their resignation from the PPG effective from the end of June. Both have been members since the inception of the Avenue and St Peter's PPGs in 2011.

2. **Report of the meeting on 12 May and Matters Arising.**

The Report was Approved, all Matters Arising covered by the present agenda.

3. **CHG News** Dr Will Norman, Sue Dunham.

- Confirmation that Dr Alan Gwynn has retired and that the new Senior Partner is Dr Anna Keitley. Dr Rob Mawdsley has joined the practice partnership and a new salaried GP is being sought.
- CQC have re-inspected the practice and their report is imminent.
- Little progress on a new building: consultants have been engaged to examine potential, viable 1.5 acre sites in Cirencester. Currently the hospital site is the most suitable candidate.
- Staff Changes: one receptionist training as HCA (health care assistant) inhouse; one new receptionist starting in July; one new nurse; and one new pharmacy technician joined the practice in June.
- Some locum doctors will be used over the summer months, often past registrars (also Dr Gwynn temporarily).
- More F2F appointments have been possible.
- The relocation of the Admin Team to St Peter's site has gone well.
- Specialist clinics were restarted in April and are making progress in catching up the backlog.

4. **'Self-Care -- The NHS and Beyond' – Feedback and Recommendations.** Introduced by NC.

a) **Impressions**

Members were asked for their impressions of the event.

Magnificent, diverse with good range of information. The Market Place is an ideal location offering plenty of open space.

The PPG considered that eight new members across the surgeries is quite good – a membership drive on behalf of all the PPGs in the South Cotswolds Primary Care Network might help.

To an attendance enquiry. Footfall over the day was very difficult to estimate (some suggestions in the 1,000s) but attendance was arguably the largest of the *Health and Wellbeing Week*.

The PPG suggested that it might be possible to infer an estimate from the number of bags given out by the Diabetes and Yellow Bus teams.

PPG thought better marketing was needed. NC and PY explained what had been done eg *Cirencester Scene*, adverts, social media, etc. It was pointed out that the JWG were conscious of this need, but at the time the group were uncertain as to what extra could have been done. Needs further consideration in future.

Heartwise trained 120 people in resuscitation techniques and the use of defibrillators.

b) Joint Working Group (JWG) Feedback & Pointers for a Future Event from 22 June meeting.

The JWG presented Eileen Grout with a bouquet in recognition of her outstanding contribution to the success of the event, without her amazing effort the event might not even have got off the ground.

- The CTC and CDC representatives recommended that in future Councils should be approached earlier for help, ie in the preceding autumn and by November at the latest.
- Investigate having a First Aid team present throughout the day.
- Macmillan Cancer Support should be invited to a future event.
- The Alzheimer's Society Roadshow (if still operational), which visited Cirencester in 2016 (invited by the Avenue PPG), could be invited.
- A good public address system would be beneficial in future, but would carry a cost.

c) Funding

Grants totalled £1,550.

Expenditure to date (23/06/22): £1,128.91.

Heartwise have not claimed their travel expenses yet. They came in two cars (had to travel over two days) and at 45p/mile the total will be approximately £200. Leaving a balance of about £200.

The Self-Care Joint JWG proposal that this sum should be held over in the Phoenix Charitable Trust account to be used for a future event was **APPROVED** on behalf of CHG PPG.

5. Social Prescribing (SP) Update

No Gloucestershire Rural Community Council (GRCC) managers present (they have attended previous 'Teams' meetings), nor Social Prescribers - one is assigned to CHG. Noted that under the Bromley-by-Bow surgery model, patients must go through the SP triage before seeing a GP.

It was reported that the SP team at the event were pleased with the outcomes and had signed up at least 50 people for their inequalities survey.

6. Patient Concerns – None Raised.

7. Committee Vacancies

Still no volunteers to fill the current vacancies of Chair, Vice-Chair and Minutes Secretary.

- **Nominations for all these posts remain open.**

Dr Will Norman thanked Nigel Collins and Philip Young for their service over the last 11 years and a presentation was made to both. He also wished Philip well in his new role as GWSR President.

8. Any Other Business – None.

9. Venue, Date and Time for Next meeting(s) remain to be decided.

ACTION: Sue Dunham will arrange the next meeting at an appropriate date.

ACTION: NC will complete enquiries for free use of hospital and GFRS meeting rooms.

DONE

Cirencester Hospital Matron has confirmed that their meeting rooms can still be used free of charge by South Cotswold PPGs. Awaiting a response from GFRS.