

Patient Participation Group Annual General Meeting 23rd June, 2021.

Attended via Zoom

Attendees : Peter Jay, Alan Waller, Tony Isaacs, Margaret Toms, Sophie Ayre (GHS NHS Trust), Donya Urwin, Dr Khalid Al-Khayat, Julia Maclean

Apologies : Chris Tye, Angie Spencer, Susan Burton

Minutes of the Last Meeting – Matters Arising

The minutes of the last meeting were agreed. There were no matters arising.

Reports

Practice News

New Premises:-

- **Tetbury** – Existing Building - The lease on the current building expires in July. New short term leases are currently being re-negotiated.

New Build Surgery – The Practice has reached agreement with a land owner on the outskirts of Tetbury to build a new surgery. Heads of Terms have been agreed and the application is now with the District Council Planners. The new surgery will be built in conjunction with a small housing estate.

- **Cirencester** – The original plan to have a new surgery on the Chesterton Farm Housing Development has fallen through. The Practice has identified another potential site locally, but this is in it's very early stages. The Practice is currently having capacity issues and so have secured funding for two additional temporary consulting rooms to go in the front car park. As yet the Partners have not discussed putting a cap on patient numbers.

Contacting the Practice:-

The Practice recently sent out a patient communication to explain the situation regarding appointments. MT expressed concern about the lack of face to face appointments for annual reviews. KA reassured everyone that face to face appointments have continued throughout the Pandemic and will revert back to more face to face appointments in time. Initial telephone contacts help the GPs to get additional information from the patient and they can then decide if a face to face appointment is required. Appointments might not necessarily be with a GP as we now employ other allied health care professionals, i.e. a first contact physio. We are also now referring patients to a local Pharmacy if it is more relevant to their condition.

If the GP is calling the patient back the patient will get a one hour time slot.

Other Practice News:- JM updated the PPG on recent staff changes:-

Dr Hawkesworth is currently on maternity leave until December. Her list is being covered by Dr Cusack.

Dr Strong will go on maternity leave at the end of June. She will be on maternity leave until next June. Her list will initially be covered by locums, then from September by Dr Katie Heil.

The Practice has recently recruited Dr Freddie Cunningham, as a salaried GP, to provide additional GP capacity at Tetbury. He starts at the beginning of September.

The Practice has also recently recruited Luke MacCallum who is an Urgent Care Practitioner to support the GPs. He is currently working at Tetbury, but in time will work across the Practice.

Nurse Helen and Nurse Rachel have recently secured new jobs (outside Primary Care) and the Practice is currently looking to recruit to replace their nursing capacity.

Co-Chairs Report

- PJ and TI have been meeting regularly to discuss PPG matters.
- PJ has had discussions with Andrew Hughes from the CCG around the premise situation.
- PJ has passed the last PPG survey questionnaire to the CCG who are looking at developing a patient survey.
- The PPG are starting to think about a PPG Project and are looking for guidance from the Practice. A previous idea was helping patients to utilise patient access and the NHS App, but this will need to wait until it is safe to have more people in the waiting areas.
- The PPG now has a list of approx. 70 patients who receive news updates from the PPG.

How do we (the Practice and the PPG) Contact Patients?:-

The Practice use Facebook, the Website, bulk texts and in some cases phone calls and letters to contact patients. The percentage of patients where mobile phone numbers are held is very high. Having moved away from a paper newsletter it is unlikely that the Practice will go back to that form of communication. The Practice could send out a text communication from the PPG if the text wording was agreeable.

Any Other Business

It was agreed to arrange to hold the next meeting face to face and to review the situation nearer the time.

Next Meeting – Weds 22nd September 13.00.