



Phoenix Surgery
Patient Participation Group

PPG meeting held on Wednesday 4 July 2018

Present: Ingela Jacob (Co-Chair)(IJ), Peter Jay (Co-Chair)(PJ), Dr Khalid, Julia Maclean (JM), Alan McQuillin (AM), Margaret Toms (MT), Chris Tye (CT), Alan Waller (AW), Chris Swales (notetaking). Also guest speaker Kevin Dower (KD) – Social Prescribing Manager.

1 Welcome & Apologies

Apologies were noted for Lynne Earthy, Anna Gibbins, Tony Isaacs.

2 Minutes of Last Meeting

The minutes of the previous meeting on 10th January 2018 and AGM were reviewed and were agreed to be a true and accurate record.

Matters Arising

PJ/IJ have attended a RHS PPG meeting. **Dr Khalid** – ref the AGM meeting - ear syringing is now being carried out again.

3 Visiting Speaker Social Prescribing Manager, Kevin Dower (KD), gave an informative talk. He works for the charity GRCC. From 1st October 2017, The Community Wellbeing Service was established, with a five year contact; this is an amalgamation of the Village and Community Agents and Social Prescribing. Any patient registered with a GP in Gloucestershire, or who lives in Gloucestershire may access the service. Self-referral is a change from when it was a GP referral only. **KD** will let **JM** have information he has put together for Fairford to put on the screen in the waiting room.

4 Reports

Co-chairs

IJ – Apologies that there has been no health promotion activity since the last meeting. **PJ** – The CCG is looking into developing a “Post Stroke” unit at Dursley Hospital. The PPG liaison committee met with 2 speakers – one on ear syringing and one on online prescription ordering services. **JM** – The Phoenix Cirencester has not yet joined up to do this but Tetbury has.

AW & PJ - attended a Health & Wellbeing meeting where a number of charities were represented and the chair of the CCG spoke. **IJ** – A meeting had been held with Tetbury PPG Chair and Vice-Chair and it was felt that Tetbury should have its own PPG due to the logistics.



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Tetbury PPG is currently at risk of folding, as the Chair and Vice Chair are planning to stand down at their AGM. Neither IJ nor PJ are prepared to take these positions on as it should be run by local people. The aim is to have an Executive Committee made up of the Co-Chairs at Phoenix and Chair from Tetbury. This will bring consistency.

Practice Report

Dr Khalid- The amalgamation of the surgeries is going well. Tetbury had an inspection by the CQC in May which gave them a rating of "Good". Tetbury have changed their clinic system to EMIS, so all sites are now on the same software, although still operating as two Practices. From 1st April 2019 there will be one GMS contract and the surgeries will be merged –i.e. one clinical database and one GMS Contract. CQC visits after that will inspect all sites. **JM** –The surgeries have been merged financially since March 2018.

Dr Khalid – Tetbury branch is fully staffed. Dr Hill is still looking at new premises for both Cirencester and Tetbury. Progress in Cirencester has been held up a little by the potential number of new patients that may come from the new housing development. In earlier calculations the new residents were assumed to be split into the four Cirencester practices, but it is thought that a greater number will want to join Phoenix.

5 Review of the Patient Satisfaction Action Plan

PJ-The PPG Patient Satisfaction Survey Feedback is for the surgery's information and the PPG will support any action taken by the surgery. **JM** – Nurse Appointments have been introduced on Saturday mornings. There may be a flu clinic introduced on a Saturday morning in the autumn. PJ reported that he could not book six weeks in advance when booking online. **JM** – to investigate why this is not possible.

6 The New Website

The new website was demonstrated to the PPG. The feedback was generally positive. The website encourages patients to use the on line services releasing GP face to face time to spend with other patients. Activity started slowly, but is increasing. There were a couple of minor spelling issues that **JM** will feed back to the developers. **Dr Khalid** – The CCG are supporting the new website as part of the Five Year Forward View Initiatives and may roll it out for the whole County.



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7 Future Projects

IJ – Health Promotion - Possibly something across all PPGs regarding Carers – to make everyone aware of the support services available, or maybe a project self-care such as foot care, or back care or balance. **JM** will discuss with the Partners.

8 AOB

Nil reported

9 Date of Next Meeting

Wednesday 19th September 2018 at 1pm