

Patient Participation Group Meeting 22nd January, 2020.

Attendees : Margaret Toms, Peter Jay, Tony Isaacs, Angie Spencer, Rod Neale, Alan McQuillin, Chris Tye, Tatyana Cheung, Dr Khalid Al-Khayat, Julia Maclean

Apologies : David James, Mairead Anderson, Lynne Earthy, Jill Baines, Nigel Hobday, Alan Waller

Members of the Group introduced themselves.

Minutes of the Last Meeting – Matters Arising

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

Reports

Joint Chairs Report

CCG Joint Meetings : The last meeting had an interesting presentation by Age UK. They will do presentations for any groups. They do a session called knead to know, which involves making bread.

PJ and TI have been to Tetbury PPG Meetings. The meeting that PJ attended was aborted as no-one from the Practice attended. The meeting that TI attended was not well attended and did not have much content.

Practice Report

There have been a number of Dr staffing changes:-

Dr Jonathan Maxted has become a Partner. He is taking on a the list of Dr Douglas and Dr Curry

Dr Douglas has moved to Tetbury to take on a list there.

Dr Curry will return from maternity leave in April, but will then relocate to Norfolk with her husband in mid-July.

Dr Vernon will go on maternity leave in February. Her list will be covered by Dr Strong.

Dr Sarah Cardew (Tetbury) is going on maternity leave in the summer.

Dr Hawkesworth, a new salaried GP, is joining the Practice at the end of March and will be working in Cirencester.

The Premises projects at Cirencester and Tetbury are both progressing.

Future Projects

Online Access – The Practice are currently targeting students at the RAU, where it is proving very popular. The Practice is currently looking to raise awareness of online access by introducing a flier.

Social Prescribers – The Practice now have a new Social Prescriber and the amount of time they are at Cirencester has been increased. She is, however, not full, although she sees more patients than the previous Social Prescriber.

Training in the use of defibrillators – PJ will arrange a session.

Patient Satisfaction Questionnaire 2020

It was decided to keep the same questions as in previous years to enable a comparison. The survey runs for 2 weeks. In previous years we have managed to get approx. 400 returns. LE is happy to input the data again this year. MT and AS agreed to help with data input. Agreed to do the survey in the first two weeks in March (2nd – 15th). PJ will circulate for volunteers to sign up to support the survey. JM will ask if it can be put on the website and filled in electronically.

Healthwatch

PJ presented the Healthwatch report on behalf of Alan Waller. Healthwatch has gone through a lot of change in the last couple of years. There has been frequent changes to management. The current manager is Helen Webb. Healthwatch is working with the CCG on a range of issues. They are currently working on making documents more accessible to the public.

Any Other Business

AS raised an issue with a repeat prescription. The patient thought the script had been rejected, but it had been processed manually. Some text to explain would have helped. JM will look into this.

There was a theoretical question about information from patients receiving hospital treatment. JM confirmed that information comes back to the Practice for the GP to review. Cases of interest are also discussed at weekly Practice Meetings.

Next Meeting – Annual General Meeting

PJ is intending to stand down as Co-Chair in April.

The Annual General Meeting will be on Wednesday 22nd April.