

Phoenix Health Group –PPG minutes 16th July 2025

Present: Chris Smith, Richard Moon, Douglas Butler, Lynne Earthy, Andrew Hodges, Sindy Foster, Simon Barton, Joe Stokvis, Tatyana Cheung, Dr Khalid Al-Khayat, Dr Frederick Charrington, Claire Farragher

Apologies: Peter Jay, Tony Fleming, Mairead Anderson, Allen Weller, Colin Mutton, Margaret Toms,

The minutes of last AGM have been sent around for information ahead of this meeting.

The minutes of April's meeting were approved.

Chris Smith indicated that sadly Peter Jay's wife Jen had passed away in May. The PPG wishes to pass on its condolences to Peter and also our appreciation of him continuing to participate in the PPG and act as Co-chair as recorded below.

Practice Report

Practice Staff Update

The practice is currently well staffed. The practice has recently recruited a new Health Care Assistant, who will be running phlebotomy and HCA clinics and a new Clinical Pharmacist who comes with a background in community, hospital and Primary Care and is very experienced.

Clinical System

As you will be aware, the practice went live with its new computer system – TPP Systm1 on the 5th June and it has been a challenging time for the practice. Whilst the migration went well and staff have dealt brilliantly with the change, it is an enormous amount of change, all at once, and affects every team and every task within that team. There have been some teething issues, which we are slowly working through.

The other issue we have experienced is the backlog of work, which we are getting close to clearing, although there is still a backlog within the Secretarial team. We are currently looking at getting some external remote support to help clear that backlog and get us back to our normal turnaround times.

NHS App

The practice has had multiple issues with the NHS App since the migration. It was delayed in going 'live' by 1.5 days, then users were getting an error message. All users have had to re-link the NHS App to their GP record. If they opt not to go through the App's security function, they will be directed back to the practice.

Medication ordering is different on the App now – patients will not see their medication if it does not have a valid review date, or it is greater than 14 days from the next expected prescription.

There are ongoing problems with documents and results, prior to the migration, which are not showing in the App. This is currently being escalated to NHS Digital and the Clinical System suppliers with the hope of finding a resolution.

Improvement Grant

The practice was successful in its bid for an Improvement Grant and work is currently underway to renovate the waiting room at the Cirencester site and create a privacy room for anyone who wants to discuss things confidentially. The builders are there this week and next.

Premises

The legal work around the new Tetbury build is completed and work has begun. We are currently scheduled to move in Summer 2026.

There is currently a hole in the Tetbury car park, which is being evaluated by the Landlords surveyors.

PPG Highlights & Lowlights of the year

The PPG has 160 members, with Claire Farragher acting as secretary.

The introduction of new members was previously done through a form given to new patients upon registration. Last year, the NHS introduced a new, standard, digital form, which the majority of patients use to register with the practice, and this makes no mention of the PPG, or how to become a member.

The PPG adopted a new email address in the year. There have been some issues with this as Google doesn't like sending bulk emails on a blind carbon copy basis. However, Chris is confident these issues can be overcome.

The PPG has 2 members who are also representatives on other boards: Douglas Butler- Gloucestershire Hospitals NHS Foundation Trust and David Hindle – Gloucestershire Health and Social Care Foundation Trust.

The PPG set up a Digital working group this year. They are hoping to send a short survey to patients to look at the interface between IT systems and patients, specifically looking at increasing NHS App users, ensuring carers are registered as carers, improving general comms around IT, and generally advocating for the increased utilisation of digital solutions. Progress has been delayed due to the clinical system migration but the survey will be re-visited in the Autumn. Claire will need to ensure that GDPR implications are met and will seek the support of the Data Protection Officer at the ICB.

The NHS 10 year plan and PPGs

Having a PPG, who acts as a critical friend to the Practice, is a requirement of the GMS contract. The recently released NHS 10-year plan does not explicitly mention PPGs. There is mention of general patient engagement but no reference to a specific group.

ICB re-organisation update

The ICB reorganisation has been introduced without a great deal of discussion. The PPG sends a representative to ICB countywide events. However, the ICB is undergoing significant change, and it is currently unclear where this function will lie in the future. It would be a shame to lose the interface between the PPG reps and the ICB. More patient feedback and collaborative working should be something the NHS is prioritising.

Election of Co-Chairs

Douglas Butler has nominated Peter Jay, which has been seconded by Margaret Toms (Chris Smith acting as proxy) – there were no objections.

Richard Moon has nominated Chris Smith, which has been seconded by Cindy Foster – there were no objections.

Claire Farragher continues as Secretary.

10 Year Health Plan for England

It was agreed that if there could be cross-party agreement on core principles this would make it likely that the plan will have time to bed in and make a difference.

The main highlights are a focus on shifting care from hospital to community, digital solutions and preventative care and Robotics, genomics are vanguard of NHS – There will be further discussions with the ICB and any analysis received from them will be distributed.

AOB

TPP Systm1

Andrew Hodges has been in contact with the TPP Systm1 regarding the IT issues following the migration and is involving various stakeholders in an attempt to get files converted from .tiff files to .pdf files, which are more secure, and thus, hopefully viewable on the App.

There was an acknowledgement that patients not being able to see past medical information has put additional pressure on the practice and is not in the best interests of patients who have a right to view their data.

GP Patient Survey

The GP Patient survey has been published (the annual survey of patients in England.) 290 invitations were sent to Phoenix Heath Group patients from a list size of 24,500 – 121 were returned. Previous concerns have been raised about the statistical significance of such a small percentage of surveyed patients. Ipsos Mori run the survey and aim for 100 responses. The practice are better, on the highlighted 19 main question responses, in 68%, worse in 26% and the same in 6%. Claire will advertise the results on the website.

Date of next meeting – 15th October 1pm via Microsoft Teams.