

Phoenix Health Group –PPG minutes 15th October 2025

1. Present: Chris Smith, Richard Moon, Andrew Hodges, Sindy Foster, Simon Barton, Jo Stokvis, Dr Peter Hill, Dr Emma McMyn, Claire Farragher, Nicola Pooler

Apologies: Douglas Butler, Sarah Storer, Dave Mutton, Lynne Earthly, Dave Alexander, Linda Goodhew, Peter Jay Mary Sheppard and Margaret Toms

The minutes of July's meeting were approved with the amendment of a couple of points – Andrew Hodges has not been in contact with TPP SystmOne regarding the IT issues as was reported but has been attempting to contact them. He had also indicated that the results data now provided in the NHS app would benefit by being better organised.

3. Reports:

a. The Practice

Practice Staff Update

The practice is currently well staffed. The Patient Care Navigation Team are almost back to being fully staffed, as are the Dispensary team. Our new Lead Nurse started last week, having come from the prison service. We have also recruited a new Pharmacy Technician to support with medication and pharmacy queries. A new Business Administrator has been appointed to support the management team and create additional capacity.

Training Practice

The practice has welcomed the new cohort of medical students from Bristol University. We are currently training Years 3 and 4 and Year 5 are due to join us in January next year. Dr Khalid Al-Khayat also has a GP trainee with him for 6 months – Dr Shradda Burway, who joined us in August.

IT

Most of the issues relating to the practice's change of clinical computer system are now resolved. The staff have done an excellent job of learning and utilising the new system and we are now in a new phase of developing the system to make it work for us.

The visibility of documents and numeric results in the NHS App continues to be investigated by NHS England and SystmOne. The ICB patient engagement lead and digital leads are involved and a message has been placed on our website. We have now exceeded the number of patients using a digital option for their healthcare records to when we were on EMIS. *All these patients have had to re-install / re-link the app* so the fact that our patients have done this and in greater numbers since our migration is very impressive.

Premises

Work has commenced on the new Tetbury build and we are meeting monthly with the developers. The new build is currently scheduled for completion in October 2026.

Dr Hill said he would approach Stonewood again to see if they would provide information concerning the new surgery under development at Worwell Rise on their website.

We are hopeful that we will have another Portakabin at our Cirencester site before the close of the year, creating two additional consultation rooms, which is much needed.

Access

There have been some contractual changes from the 1st October nationally to ensure equity of access regardless of route (i.e. in person, online or by phone). The government are trying to reduce the 8am rush for appointments. The practice has a level of access that we are proud of and our waiting times are far lower than national averages. The practice also offers continuity of care, with patients having a regular GP. However, we are looking into modifications to some of our access points, including online forms and will let you know what those changes will be once agreed. We want to protect continuity of care as much as possible as we believe this is a key pillar of patient care and so will be looking at how we balance these changes whilst maintaining our personal list system.

Autumn Vaccination clinics

We had our first Saturday flu and covid clinics on Saturday, which went very smoothly. The eligibility for Covid has changed this year, which has caused some patients frustration. We have placed the eligibility guidelines on our website and Facebook. These are nationally mandated and we are not commissioned to provide them outside the national framework. Patients can look to private providers if they are concerned.

There has been no confirmation given that the eligibility criteria will be widened in the future.

b. Co-Chairs

c. Digital Technology Working Group – Richard Moon

The working group are considering how to get more people to use the NHS app. Need to understand what issues the patients are having as it needs to be a good experience if there is to be increased usage.

After some issues, the re-ordering of prescriptions seems to work well now.

Aim to have more GP messages going through app rather than SMS.

Increased use of Digi-hubs - a Gloucestershire digital champion scheme. Movement to get local digital champions to help others learn about websites and apps (an IT buddy). Will support those in the community who are digitally excluded or IT challenged (in whatever capacity) on behalf of local practices.

Will be promoted on website, social media and in poster form, starting in the Tetbury practice.

4. Autumn/Winter Flu and Covid Vaccinations

Covered in Practice Managers report

5. SystmOne Migration

Some patient confidence lacking around whether all information has correctly migrated to the new system. Queries around whether the practice can see all relevant data, as some patient detail appears to be missing.

CF confirmed that there was a rigorous migration process and that data can be presented differently on SystmOne. Specific cases will be addressed outside the meeting.

A separate forum exists covering issues following migration and data visibility.

Patient and Engagement Manager and IT manager are lobbying NHS England for some pressure to be applied to SystmOne for resolutions. A disappointing response from NHS England. CS and CF will provide updates at this meeting as and when relevant.

6. NHS App in Gloucestershire

Usage numbers for NHS app are up but no data available to determine how useful people are finding it and how trusted it is.

There needs to be a budgetary sign off before the launch of a national campaign but should be driven locally first.

From a patient perspective it appears less trusted than it used to be and patients are being detrimentally affected.

CS will try to find out if any national information is going to be made available about how people are finding the app in practice.

There needs to be a budgetary sign off before the launch of a national campaign but should be driven locally first.

If acting as a carer, should log in under own ID and have legal permission to access someone else's account to provide an audit trail and remain compliant with GDPR. More promotion of IT buddies and online support could help people who are currently struggling to use the NHS app.

Any ideas on how to do more with, and support the growth of, the app can be sent directly to sam.howe6@nhs.net

7. ICB re-organisation update

Both a CEO and Chairperson for the new cluster (Bristol, North Somerset, South Gloucestershire and Gloucestershire (BNSSGG)) have been appointed. This cluster serves 1.7 million people.

NHS England states that all ICBs must reduce running costs by 50% which will involve significant redundancy costs. DHSC are currently not prepared to fund this. Gloucestershire was going to be reviewed by the end of the year but will now remain substantially as it is until Easter 2026.

8. AOB

Next meeting – 14.01.26