

PHOENIX HEALTH GROUP – PPG Minutes 14th January 2026

1. Present: Douglas Buttler, Mary C, Lynne Earthy, Sindy Foster , Tony Fleming, Peter Jay, Richard Moon, Chris Smith, Joe Stovis, SS, Chris Tetley, Claire Farragher, Nicola Pooler, Tatyana Cheung, Dr Freddie Charrington

Apologies: Simon Barton, Colin Mutton, Mary Sheppard, Alan Waller & David Hindle

2. Minutes: The minutes of the last meeting have been sent around for information ahead of this meeting.

Chris Tetley attended the October meeting but due to an omission was not recorded thereon.

Thanks to Dr Hill who spoke to the developers of new the Tetbury surgery. Details covering this item have now been placed on the Stonewood website and can be viewed here <https://stonewoodhomes.co.uk/news/breaking-ground-in-tetbury/>

Questions will be taken at the end of each agenda point with a hands-up system to improve flow of the meeting.

3. Reports:

The Practice – Claire Farragher/GP

Practice Staff Update

The practice remains well staffed, with good cover across all teams. Dr Ali Nichol had her last day before Christmas. Her replacement, Dr Sarah Marshall, begins at the start of February. The practice is delighted to have recently recruited 2 new nurses, both new to Practice Nursing and doing well. It is hoped that recruitment will soon begin for a Clinical Pharmacist to lead the excellent Pharmacy Team.

Training Practice

The practice welcomed 2 Year 5 medical students from Bristol University for this term.

IT

It is now 6 months since the clinical computer change. The issue regarding interoperability of data sharing between PHG and secondary care has been resolved. Assuming the patient has consented to their record being shared with other NHS services, this will now be visible.

The visibility of documents and numeric values in the results section of the NHS App of anything prior to the migration remains an issue. TPP SystmOne have said these issues will not be resolved. This has now been left with the contract holders to escalate as there is little else that can be done at this level. Otherwise, the system is working well.

The practice is exploring other types of IT to streamline processes and free up capacity – all in the early stages at present but the practice is aware of the possibilities AI creates with generating efficiencies.

Premises

The planning application for the second Portakabin is still with the council for approval. It was successful subject to a condition being met and this is now being reviewed. It is hoped for a swift decision as capacity at the Cirencester site is becoming a problem.

A reminder will be sent to those working in the Portakabin that the noise cancelling machine should be on at all times to prevent conversations from the next room being overheard.

South Cerney opening times

The branch at South Cerney is no longer closing at lunch time, increasing access for patients.

Dispensary

Tetbury and Kemble are able to dispense to patients living a mile from a community Pharmacy. The dispensaries are working well and are able to take on eligible patients.

SystemOne Record access & Pathfinder

Contractual requirements dictate that as a standard, full access to patient records can be gained from 2023, with coded access being available from 2012.

Patients can request full access before this date but it is extremely time consuming so cannot be granted on mass.

There is no current prospect of historical test results being presented graphically.

Where detailed paper copies of medical records are required as supporting evidence, they can be made available on an as-and-when basis.

Confirmation given that the Pathfinder policy has not changed but the new system is more complicated than the previous one. Whilst mostly working well, there are intermittent failures due to both the complexity of the system and the ongoing training of a large reception team. It will continue to be addressed at monthly training sessions.

4. Acupuncture services via the Surgery & The Phoenix Charitable Trust

- Peter Jay

For the past 30 years, the trust has run various clinics with acupuncture being the latest. The model is that the acupuncturist is employed for whole clinic, populated from referrals by doctors. Patients are charged a reduced amount with some patients able to receive further subsidies on top. It is running sustainably at the moment due to gift aiding contribution but there is a lower rate of referral. Request to remind GPs to refer to service if and when appropriate. Service is currently restricted to PHG but considering extending to whole of Cirencester.

Details about Adrian Lyster can be accessed on his website

<https://www.acupunctureassociates.org/our-practitioners>

He has been invited to internal GP meeting at PHG - awaiting confirmation of available dates.

5. NHS Service Changes at Cirencester Hospital – Chris Smith

There is a 6-9 month trial going ahead which will impact Cirencester hospital. Centres of excellence – changes are being proposed in which Community hospitals may have little say. This trial will involve the closure of an operating theatre in Cirencester, requiring patients to be referred to alternative areas within the Gloucestershire Hospitals NHS Foundation Trust. Details can be viewed here <https://www.nhsglos.nhs.uk/news/nhs-in-gloucestershire-sets-out-temporary-service-tests-of-change/>

Questions asked as to how the closed theatre will be used in future. Given that the population of the greater Cirencester area is due to double, it is counter intuitive to be reducing community hospital services, especially as Cirencester hospital seems to be an under-utilised facility.

You can join the Gloucestershire Health and Care NHS Foundation Trust who are responsible for community hospitals as a member to give your inputs on this & other related matters and here <https://www.ghc.nhs.uk/get-involved/membership/>

6. Digital IT Working Group update - Richard Moon

NHS app training project in conjunction with the Churn Charity

NHS is pushing the nation to adopt the NHS app as the main gateway to their services and PHG supports this aim of increasing patient usage. The Churn project is offering people individual training on how to use app and register online. The Churn project does not promote events so work needs to be done to promote the next one to increase participation. Details will be posted within the surgery and on the surgery website.

Could be helpful to also approach local groups directly, such as the British Legion coffee mornings in South Cerney and after services at the Baptist Church in Cirencester. There is a need to state what information must be brought along on the day in order to successfully get a patient set up online, which will be emphasised in the messages sent out. More than one session can be planned but will use the Churn project as a test to see if anything needs to be amended going forwards.

7. Gloucestershire Integrated Care Board (ICB) reorganisation

Chris Smith to report back after next meeting

8. Any Other Business - Chris Tetley

NHS app progress report.

Library computer buddy in Tetbury has helped 2 people get set up on app but neither are patients at PHG.

Will re-post service on social media for Tetbury as well as checking that hard copy is still up in Tetbury surgery. Need to use different methods to reach out to all people.

Could be beneficial to participate in something that is already organised as well as reaching out to individuals directly.

Having more confidence in their ability to use the NHS app or the internet generally could also help patients in areas such as reapplying for benefits, keeping on top of finances etc, so could benefit their mental health and wellbeing too.

Next meeting – Wednesday 15th April