

Patient Participation Group (PPG) Meeting Minutes

Date: 15 April 2026

Time: 13:00 – 14:20 (approx.)

Location: Virtual Meeting

Attendees

- Chris Smith - Co-Chair
- Peter Jay - Co-Chair
- Claire Farragher - Secretary (Phoenix Health Group)
- Ewan Gault (Phoenix Health Group)
- Richard Moon
- Mary Cobbett
- Tony Fleming
- Frederick Charrington
- Chris Tetley
- Sindy Foster
- Joe Stovis
- Lynne Earthy
- Sarah Storer

Apologies: Dr Khalid Al- Khayat(GP)

1. Minutes of Previous Meeting & Matters Arising

- Previous minutes acknowledged.
 - Ongoing issues raised regarding **Pathfinder prescription system:**
 - Duplication occurring between NHS App requests and pharmacy requests.
 - Inconsistencies between patient, surgery, and pharmacy processes.
 - **Action:** Claire to investigate individual cases and broader issue.
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2. Practice Update (Claire Farragher)

Staffing

- New **Clinical Pharmacist** starting end of April.
- GP vacancy currently covered by salaried GP team; recruitment ongoing.

- Additional GP increasing working days.

Prescriptions / IT

- Ongoing minor issues following system migration to SystemOne.
- Improvements expected with new pharmacist.

Premises

- Approval granted for additional **Portacabin at Chesterton Lane**:
 - Will add 2 consultation rooms.
 - **Tetbury site development** progressing well and ahead of schedule (subject to change).
 - Early discussions underway for potential **new surgery site** (Bathurst development).
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3. National GP Contract Update

- 2026/27 contract **rejected by BMA GP members**.
 - Key concerns:
 - **Uncapped demand** (all patient requests must be triaged and managed).
 - Removal of payment per **Advice & Guidance referrals** (now block-funded).
 - Practices already required to comply from **1 April 2026**.
 - Rising demand noted; practice exploring IT solutions to manage workload safely.
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4. COVID Spring Booster Programme

- Eligibility:
 - Patients **75+**
 - Care home residents
 - Immunosuppressed (6 months–74 years)
 - Issues:
 - Insufficient vaccine allocation (only ~70% supplied).
 - All appointments currently fully booked.
 - **Action:** Await confirmation of further supply before opening new slots.
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5. Patient Access & Communication

- Concerns raised:
 - Patients unaware they may receive better care if not booked as urgent.

- Elderly patients struggling with **NHS App usage**.
 - Practice actions:
 - Planned **patient communication campaign** (summer/autumn).
 - Considering increased **face-to-face appointment capacity**.
 - Patients can still book **in person at reception**.
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6. Ambient Scribing (AI Use in Practice)

- Currently used for **referral letters only**.
- May be used in consultations **with explicit patient consent**.
- Data protection measures:
 - Data protection Impact Assessment (DPIA) completed
 - NHS compliance frameworks followed
- Further information to be shared with PPG.

Action: Chris to circulate NHS guidance links.

7. NHS App Training Event (Richard Moon)

Summary

- Event held **18 March 2026**:
 - Very good attendance
- Positive feedback; largest event run by organisers.

Key Issues

- Poor Wi-Fi at venue
- Password/login difficulties
- High turnout caused congestion

Successes

- Strong engagement, particularly older patients
- Positive impact on reception workload

Future Improvements

- Staggered time slots
- Alternative/additional locations (e.g. Tetbury)
- Better communication and logistics

Next Steps

- Promote **home visits and 1:1 support via The Churn**
- Increase NHS App uptake (target 90–95%)
- Explore support for **carers accessing patient records**

Actions:

- Claire to provide NHS App uptake data
 - Website to highlight support options
 - Consider further events and outreach
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8. Access & Inclusion Issues

- Barriers identified:
 - Transport to events (especially Tetbury patients)
 - Lack of photo ID preventing NHS App setup
 - **Action:** Claire to reinforce guidance with reception team (alternative verification methods available).
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9. Carers & Proxy Access

- Key points:
 - Requires **patient consent** (if capacity present)
 - Power of Attorney simplifies access
 - Complex administrative process
 - Need for clearer pathways and guidance.
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10. Cirencester Hospital Services

- Proposal to explore **local macular degeneration treatment:**
 - Reduce travel to Gloucester/Cheltenham
 - **Action:** Chris to raise with ICB and other contacts
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11. ICB Reorganisation

- Consultation ongoing following restructuring proposals.
- Significant redundancies expected.

- Future PPG support unclear.
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12. Any Other Business

Attendance Allowance Concerns

- Reports of third-party services charging fees and claims concerns.
- Agreement:
 - Patients should be informed that **free support is available** (e.g. Citizens Advice).

Phoenix Charitable Trust Update

- £15,000 funding secured.
 - Planned services:
 - Mindfulness course
 - Nutrition support
 - Bereavement counselling
 - Concern raised: low referrals for hardship support.
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13. Next Meeting

- **July 2026 (AGM)** – date 22nd July.
 - Co-chairs (Chris Smith & Peter Jay) standing for re-election.
 - AGM and appointments information re nomination, seconding & selection can be found in our constitution available on the PPG section of the practice website
 - Potential discussion on **returning to in-person meetings**.
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Actions Summary

- Claire:
 - Investigate Pathfinder prescription issues
 - Provide NHS App uptake data
 - Reinforce reception processes (ID alternatives)
 - Consider website updates for support services
- Chris Smith:
 - Share NHS guidance on AI scribing
 - Follow up on Cirencester hospital services

- Richard Moon:
 - Develop proposals to increase NHS App uptake
 - Explore future training events