

Phoenix Health Group Patient Participation Group (PPG)

Annual General Meeting (AGM) Minutes

Date: 29 July 2026

Time: 13:05 pm – 14:16 pm

Co-Chairs: Chris Smith & Peter Jay

Secretary: Claire Farragher

1. Welcome and Apologies

Apologies. – Douglas Buttler, Sarah Storer, Lynne Earchy

Attendees – Claire Farragher, Dr Frederick Charrington, Ewan Gault, Richard Moon, Mary Cobbett, Chris Tetley, Chris Smith, Peter Jay, Sindy Foster, Joe Stovis, John Denley ++

Chris Smith welcomed attendees to the AGM and confirmed there was a quorum (seven members minimum)

2. Approval of Previous Minutes

- The AGM minutes from the previous year and the April 2026 meeting minutes were reviewed.
 - No amendments or matters arising were raised.
 - **Resolved:** Previous minutes approved.
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3. Practice Update (Claire Farragher)

Staffing

- Dr Neil Fletcher will join the partnership on **10 August 2026** as a full-time GP partner.
- He will take over the patient lists previously held by Dr Hannah Leach and Dr Ali Nicholl.
- Recruitment is underway for an additional Pharmacy Technician to expand the pharmacy team's capacity.
- Newly recruited nurses continue their primary care competency training and are expected to begin independent clinics during the autumn.
- Overall staffing levels remain stable.

Access and Digital Triage

- The practice is planning to introduce an **AI-supported digital triage system** in the autumn.
- The system will:
 - assess urgency through an online questionnaire;
 - direct urgent patients to same-day care where appropriate;
 - allocate less urgent appointments accordingly.

- The aim is to improve patient access whilst protecting clinician capacity and maintaining patient safety.
- The system will be trialled and reviewed before any permanent implementation.

Premises

- Construction of the new Tetbury surgery continues to progress well.
- Expected handover remains **February 2027**, subject to construction timelines.
- Additional consulting rooms at the Cirencester site will become operational during the autumn through the installation of a new Portakabin building.

Winter Vaccination Programme

- Planning is underway for the 2026 autumn/winter vaccination campaign.
 - Eligible patients will receive invitations during late August.
 - Saturday vaccination clinics will be held during October alongside weekday clinics.
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4. Questions on Practice Update

Discussion included:

- Governance, safety and regulatory approval of the AI triage system.
- Human oversight of AI-generated triage decisions.
- Increasing demand on GP services due to pressures elsewhere in the NHS.
- Parking pressures at the Cirencester surgery and longer-term plans for replacement premises.
- Follow-up arrangements after long-term condition blood tests.
- Medication review processes and repeat prescription requests.

Claire confirmed:

- the AI system has undergone extensive governance, cyber security and regulatory approval;
 - clinicians will continue to oversee decision making where appropriate;
 - the practice remains committed to reviewing patient feedback throughout implementation.
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5. PPG Annual Report

Chris Smith presented the PPG annual report.

Key points included:

- Continued support of the practice during another challenging NHS year.
- Ongoing involvement with:

- NHS App implementation;
 - SystmOne migration issues;
 - Gloucestershire Integrated Care Board (ICB);
 - patient representation.
- Recognition that many SystmOne issues were outside the practice's control.
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6. Digital Technology Working Group Update

Richard Moon reported on:

- Support provided during the SystmOne migration.
 - NHS App registration campaign.
 - Successful digital inclusion event held in March with approximately **90 attendees**.
 - Plans for further NHS App promotion to improve registration rates (currently approximately **48%** of practice patients).
 - Continued collaboration with the practice to increase digital engagement.
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7. Annual Elections

The following appointments were agreed unanimously:

- **Secretary:** Claire Farragher (continuing)
 - **Co-Chairs:** Chris Smith (Proposed Richard Moon, Seconded Cindy Foster) and Peter Jay (Proposed Douglas Buttler Seconded Margaret Toms)
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8. Gloucestershire ICB Reorganisation

An update was provided regarding the planned merger with the BNSSG Integrated Care Board.

Discussion highlighted:

- potential changes to communication arrangements;
 - uncertainty regarding future support for Patient Participation Groups;
 - commitment to maintaining strong patient representation during organisational changes.
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9. GP Patient Survey

The annual GP Patient Survey results were reviewed.

Key points:

- The practice compared favourably with neighbouring practices and national averages in many areas.
 - Reception and administrative services received particularly positive feedback.
 - Discussion took place regarding:
 - response rates;
 - survey methodology;
 - representativeness of the sample;
 - interpretation of results following the SystmOne transition.
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10. Any Other Business

New Tetbury Surgery Transport

Concerns were raised regarding access to the new Tetbury surgery for older and less mobile patients.

It was agreed to:

- support discussions with Gloucestershire County Council regarding a Robin bus stop closer to the new surgery;
- investigate transport arrangements used by other rural practices;
- continue exploring community transport options.

NHS App Support

Further discussion took place regarding barriers experienced by elderly patients when registering for the NHS App.

Richard Moon agreed to discuss feedback received and incorporate it into future digital inclusion work.

Phoenix Charitable Trust

Peter provided an update on the Trust.

Key points:

- referrals are accepted from healthcare professionals and social prescribers;
- the Trust continues to support patients with non-medical needs affecting health and wellbeing;
- additional trustees are currently being recruited.

Community Pantry

Mary Cobbett updated members on the Community Pantry's work supporting approximately **70 households**, reducing food waste and supporting vulnerable members of the community.

Actions

Action	Lead
Continue implementation planning for digital triage system	Claire Farragher
Monitor and review AI triage during pilot phase	Practice Team
Progress recruitment of Pharmacy Technician	Practice
Continue planning for Tetbury premises move	Practice
Develop NHS App registration campaign	Richard Moon / Practice
Write to Gloucestershire County Council regarding transport access to the new Tetbury surgery	Chris Smith / PPG
Explore community transport options for Tetbury patients	PPG
Continue discussions regarding barriers to NHS App registration for older patients	Richard Moon
Promote awareness of the Phoenix Charitable Trust and trustee recruitment	Peter Jay

Meeting closed: Approximately **2:16 pm**.