

**CIRENCESTER HEALTH GROUP
PATIENT PARTICIPATION GROUP**

Notes of Virtual Meeting at 1400 Thursday 14 January 2021

The agenda was flexible to make best use of the time available.

The Notes of the last meeting have been corrected to show Dawn Holland as 'Present' and not listed under 'Apologies'.

Welcome to Kim Hill from Gloucestershire Rural Community Council – the new Social Prescriber covering Cirencester Health Group. Welcome back to Louise Fletcher (GRCC).

Present: Bruce Evans, Chandra Verma, Dawn Holland, Gill Scott, Graham James, Lian Franklin, Nigel Collins, Pat Ayres, Philip Young, Ursula Evans, Dr Will Norman, Sue Dunham, Kim Hill (GRCC), Louise Fletcher (GRCC).

Apologies: Eleanor Fletcher.

1. **CHG News** – Introduced by Dr Will Norman and Sue Dunham.

a) **Covid-19 Vaccination Programme**

b) The vaccination programme is being carried out by South Cotswold Primary Care Network practices as a joint venture at Cirencester Hospital. As of 14 January, CHG responsibilities for care homes and the over 80s have been completed and a start will be made on the over 75s on 15 January. Health staff have been vaccinated. Progress is limited by delivery of vaccine; supplies for a three-day programme were delivered in the current week, supplies for one day are expected for week starting 17 January. Because most of the 80+ group in our area have been done and we have to wait for other surgeries to catch up. CHG was instructed to cancel all appointments for second doses. Reception staff having been working exceptionally hard to phone patients for appointments. Very few patients have refused the vaccine. Hospital organisation and marshals (had more volunteers than could use) has been excellent [confirmed]. Not likely that our patients will have to go to a regional hub. The latest vaccination information on the website has been helpful.

c) There has been no choice between the Oxford/AstraZeneca or Pfizer vaccine but so far all deliveries have been Pfizer. [Post-meeting Note: Oxford/Astra version given on 15 January.] It was asked whether or not both doses have to be of the same version? At present there is no data available to provide an answer. Also, is it safe to visit family after two doses? Scientifically safe 2-4 weeks after second dose but it depends on government guidance/rules at the time. Sufficient testing is available.

d) A service has been started using an inexpensive home oxygen monitor (available online) to help identify patients who may be developing reduced O₂ saturation levels.

2. **Appointments and eConsult experiences**

Doctors block-off time each day to deal with eConsult and telephone contacts but still see 1-2 patients per day face-to-face. Appointments: approximately 80% phone; 10% F2F; 10% video.

3. Other Practice News

- a) **Staffing** Judith Reynolds retired last December. Two new nurses have been recruited. Many phlebotomy appointments have been done in-house, waiting time 1-2 weeks.
- b) **Social Prescribing**
Kim Hill (GRCC) introduced herself. Her role aims to improve the health and wellbeing of both individuals and the community locally, and to maintain contact with local facilities/providers. Two additional charities were suggested by DH: *Smith's Cirencester Poor Charity* and the *Cirencester Vicar and Churchwardens Charity*, <http://www.smithscharityciren.co.uk>, which have been operating in Cirencester for more 100 years providing relief of need within the town and a five-mile radius of the Parish Church.
- c) **Merger**
- No progress on a potential location; financial analysis not yet completed.
 - All doctors, nurses and reception staff now spend time at both sites.
 - The patient list has been combined. The issue of 'continuity of care' is under review. In reply to the question: if a follow up to a consultation is required, would the patient see the same doctor; Dr Norman confirmed that they would.
 - Badges for PPG members have been printed (excluding names).
 - Emphasis placed on keeping the website up-to-date as an important way of getting information out to patients, especially at the moment about vaccinations.
 - Sadly, the *Poems in the Waiting Room* charity has folded and direct debits have been stopped.
 - The PPG was shocked to hear that strangers have been trying to use surgery toilets. 'A-board' signs have now been purchased to state that access is only possible by appointment.

4. Newsletter Issue 3.

Newsletters are an important means of getting information out to patients but, since hard copy distribution is now impossible, it was agreed that newsletter No 3 will be on the website only. Proposed content: i) Vaccination news, organisation and progress; ii) praise for the great work being done by staff under exhausting conditions; iii) social prescribing – a generic introduction; iv) appeal for new PPG members.

5. Any Other Business

CQC Inspection. The practice provided all the information requested. A long teleconference was held with CQC in December; when CHG was represented by: Dr Alan Gwynn, Dr Vanessa Tiffney, Sue Dunham, Anita Logan. CQC acknowledged that they were satisfied with the improvements, although there would be no change to the grade. This is their established, unbending procedure. Re-inspection is not possible under present conditions. The PPG were concerned that people visiting the website would still see the "*Needs Improvement*" grade and could be worried.

Membership. It was agreed that members who have been unresponsive for a long time should be deleted from circulation lists. Two members have been out of contact since August 2019 and will not be included in future.

6. Time and Date of Next meeting: 1400 11 March 2021