



PATIENT PARTICIPATION GROUP

Report of the Virtual Meetings held at 1400 on Thursday 30 September and 14 October 2021

Part 1

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

2. **CHG News** – Sue Dunham.

CQC Re-Inspection Thursday 14th October 2021. The new inspector is Melanie Hutton. The process has started but is quite different this time. Access to the clerical system has been arranged. Virtual meetings have been, or will be, held with doctors and staff from each department. They want to see how the practice is catching up after last year. At present there is no agenda for the visit on 14 Oct. In preparation staff are working long hours, including the weekend. The CQC team have been given contact details for NC and PY.

Covid-19 Update – Booster vaccinations will be carried out at the hospital on 8 and 9 October. Started contacting patients on 29 September, some can be texted, but a large number must be phoned. Some patients had received texts from NHS inviting them to book boosters and mixed results were reported: some went smoothly; at least one proved impossible to book either online or through 119 because of an apparent system malfunction.

Practice News

- Nursing team now up to strength and a good team is building.
- Receptionist vacancy proving hard to fill.
- The new HCA has left
- No progress on a new site/building.

3. **Matters Arising**

ACTIONS:

- a. **Action:** How to capture data on the doctors that patients usually see. Resolved.
- b. **Action:** F2F Appointments. It is not possible to capture data specifically on F2F but SD presented comparative data on appointments in 2020 and 2021. In the 5-month period April to August there were 18,638 and 26,472 appointments, with 211 (1.1%) and 531 (2.0%) DNAs, respectively.
- c. SD also presented monthly data on incoming phone calls for April to August 2021. During this period there were 46,932 incoming calls, an average of approx. 430 calls per working day.

4. **Healthy Living Event** – ‘*Spring Clean Your Health for 2022*’ – Proposed date: **20 March 2022**
EG reported on the latest situation following discussions with: Sarah Clifton-Gould (Health Community Officer, Cotswold District Council), Andrea North (General Manager, Cirencester

Leisure Centre), Caroline Smith (Senior Manager, Engagement & Inclusion, Glos CCG), and Jan Sparrow (Owner/Editor, Cirencester Scene). The Cirencester Library would like to be involved.

Venue If we want to take up Andrea North's offer of the Leisure Centre, the bookable options are:

- a) Small Hall (Dance Studio on 1st Floor, takes 30 stalls), not a problem for a Sunday booking,
- b) Main Sports Hall, Ground Floor, (takes 100+ stalls) needs discussion as on Sunday 20th March the larger part of the sports hall is free from 9 – 2 pm but the smaller part is in use by cricket players, and they can be quite noisy. The cricket bookings run until mid-April when they go outside. Saturdays generally are free 9 – 1.30 pm with no noise. Andrea cannot provide stalls.

The CCG Information Bus is available but needs to be booked well in advance. We can book it to either promote the event or to enhance it (eg blood pressure checks, diabetes checks, height and weight BMI assessments, etc.) but the latter also needs advance booking so that Caroline Smith (CCG) can lay on the appropriate specialist staff. Andrea is not keen to have the Bus in the Leisure Centre car park because of the space it takes up, and the car park is on a slope which may not suit the vehicle; Tetbury Road may be a better solution. 'Dave', the Information Bus expert is to assess and advise. It has been in the Market Place on many occasions in the past. 'Dave' (a different Dave!), Cotswold Market Organiser for CDC can accommodate the Bus any day in The Market Place but has asked if we can avoid a Friday.

Advertising Choices

- c) Chris Sandys, Community Production Manager, Radio Gloucestershire has been in touch and wants us to contact him again when the event is planned. However, he did make the point that we must have a theme or focal point that's worth promoting and not just a cluster of stalls!
- d) Other advertising routes could include: the "W&G Standard" (might feature the event, but with same reservations as Radio Glos); Facebook; the "Nextdoor" app.

Printing

- e) Sarah Clifton-Gould, CDC, said it might be possible to print a flyer at their facility but there would be a cost: eg 500 copies of an A5 flyer could be about £35.
- f) Jan Sparrow, **Cirencester Scene**, said the cost for printing 15,000K, 130gsm, double-sided, colour, A5 leaflets, is £285 and distribution of 13,000 (Jan's full distribution) is £420, total £705. If we book both, Jan can give us a 15% discount and a complimentary half page editorial space (usually £124) and a quarter page ad (usually £85) inside the same magazine. Plus, we have the spares for our own use to distribute as required to for example: Cluster members, the Library, Schools, etc. The discount would reduce the total to £599.25 a saving of £105.25.

Funding

- g) Since the event would have to be open to everyone in the locality (South Cotswolds) it was suggested that the other PPGs in our cluster could be invited to seek funds from their respective practices, which are funded to provide some financial support for their PPGs.
- h) Other possible funding sources were suggested: eg *Barnwood Trust*; *Soroptimists*; (Contacts needed); *CrowdFund Cotswold* <https://www.spacehive.com/movement/cc> .

A Multi-PPG Working Group is needed to organise the event.

End of First Session – To be Continued

Part 2

5. Apologies: Bruce Evans, Dawn Holland, Graham James, Lian Franklin, Susan Witts.
Present: Chandra Verma, Eileen Grout, Gill Scott, Nigel Collins, Pat Ayres, Philip Young, Ursula Evans.

6. PPG WhatsApp group – Discussion.

CV introduced the proposal that a WhatsApp group should be set up as an additional useful form of communication between members. The pros and cons were discussed but the app only runs on smart phones, and because several members don't have these, it was decided that the idea had to be dropped. NC offered to send a list of all known email addresses and phone numbers to PPG members. – [Done](#).

7. The Health Event – Discussion of New Developments since the previous session

A paper by EG and NC describing the current state of the event and new developments had been distributed in advance; together with two example Self-Care factsheets, and a description and price list of the Interactive Health Kiosk marketed by the Wellness People Ltd. The event paper set out the pros and cons of three options, the objectives, potential participants, and a proposed way forward.

The PPG was asked to discuss the options and objectives and to decide which one should be developed and how to proceed.

- **Option 1** The Cirencester Leisure Centre is no longer considered viable because they don't have the staff to provide interactive health and fitness advice, which was one of the prime aims. Also, it is not located centrally, and the Information Bus cannot be parked close enough.
- **Option 3** The initial feeling was that, the Town Council (TC) week in June was best. In discussion it was emphasised that the June option would have costs. Although space in the Market Place would be free, anything put on it by TC would be charged. Stalls could be provided but would not be under cover and would probably need a gazebo - both at a cost unless we can find our own. The June event would be outside when many tourists are about, and this might dilute the impact for local people. The TC event has many themes and ours could be side-lined.
- **Option 2.** However, as the discussion developed it became clear that the Corn Hall annex was the best choice, especially if the event could be moved to a date in March. Footfall should be high because it is on the way to the café (if it's open) and toilets. [Subsequent enquiries confirmed that March is possible.](#)
- There would be 12 stalls available: 11 for exhibitors and one to promote PPG awareness locally.
- A link with the spa in the King's Head may be possible.
- We will invite the stallholders, who will be chosen specifically for their fit to our aims and to complement the theme of the event in the main hall.
- Focus on Self-Care and Healthy Lifestyles.
- CDC will not offer any funding.
- The PPG decided to limit our involvement in the TC June event to one stall promoting local surgery PPGs and the work they do; the stall would build on experience from March.

Conclusions

- The PPG decided work on the Corn Hall event for March 2022 with 11 tightly focussed stalls, plus one for PPGs. This stall could then be used at the TC event in June
- It was agreed that Eileen Grout should lead the working group to develop the event.
- The revised plans will be presented to the South Cotswold cluster PPGs, aiming to: get their support; volunteers to help take the project forward; and a contribution towards the cost of printing flyers.
- The PPG will approach CHG to investigate funding options.

8. Any Other Business

- Surgery Closures – Deferred until November
- A new member, Ken Skehan, will be invited to join. **ACTION: NC**
- Activity watches offered by surgery had not been very useful in one case at least.

9. Time and Date for Next meeting (probably virtual): 25 November 2021.