



## PATIENT PARTICIPATION GROUP

### Report of the '*Teams*' Meeting held at 1400 Thursday 31 March 2022

(Running order was changed.)

**Present:** Chandra Verma, Dawn Holland, Eileen Grout, Ken Skehan, Nigel Collins, Philip Young, Ursula Evans, Dr Will Norman, Sue Dunham; Barbara Pond, & Amanda Wragg (GRCC).

1. **Apologies:** Bruce Evans, Eleanor Fletcher, Gill Scott, Graham James, Lian Franklin, Martin Milnes, Pat Ayres, Susan Witts.  
**New Member:** Richard Peake - unable to attend at short notice.
2. **Report of the meeting on 27 January and Matters Arising.** Approved.
3. **CHG News** Dr Will Norman, Sue Dunham.
  - a. Dr Norman thanked all those who contributed to the Buildings and Surgeries consultation, which is valuable input to the Cirencester Neighbourhood Plan. The planners wanted to consider the possible number and location of primary care facilities, including a single building in/near the town centre. In the past our town practices have not been in favour of a single practice.
  - b. Consultants *Osmond Tricks* have been appointed to advise on building requirements and possible location(s) of a new surgery building (currently finishing a building in North Swindon). They will engage with the Town Council and the Hospital.
  - c. The process of consolidating staff groups should be completed on or soon after 1 April: The Reception team will be in the Avenue and the Administration team in St Peter's. There will always be one receptionist on duty at St Peter's. Pick-ups and Drop-offs will be concentrated at the Avenue. Phone calls will be automatically diverted to the reception team. It is hoped that the changes will seem seamless to patients.
  - d. Confirmed that Dr Gwynn will be retiring in early May but will be part-time for a short while until the start of August or September. Little response to an advert for a new doctor.
  - e. eConsult (funded by CCG) is being run down. It uses up a lot of doctor time and its ending could release more time for appointments. Receptionists have been told not to promote it in future. eConsult could be considered to discriminate against those without high tech devices. It is not always available, eg when there are insufficient doctors available at times of high Covid demand. It is expected to be replaced by "*Footfall*", although no details are available yet. It should provide a better digital service but the impact on doctor time and appointments is uncertain.
  - f. Attempts had been made to reintroduce online appointments for clinics. Unfortunately, it had been abused: patients had booked appointments, eg Phlebotomy or Midwife clinics, and then tried to use the appointment for other purposes.
  - g. Covid vaccination campaign 4<sup>th</sup> dose clinics will start, probably on Fridays and Saturdays at the hospital, in April, eligible patients will be called up six months after their third dose.
4. **Preparations for '*Self-Care -- The NHS and Beyond*' 14 June 2022.** - Eileen Grout.
  - a. Report of 5<sup>th</sup> JWG meeting on 15 March, including Key Points from meetings with CDC (17 March) and CTC representatives (21 March); current Participants List; Stalls List and stalls layout, had been circulated in advance.

- b. EG briefly summarised progress and key points. There will be 23 displays (16 stalls, some sharing, & 7 gazebos), 1 double gazebo, the Info Bus, and a gazebo for Corinium Radio (will broadcast from the event all day). Some juggling may be necessary for unforeseen events.
  - c. *Heartwize* will be based in the church for resuscitation skill training for school groups by appointment and outside in the double gazebo to attract and demonstrate to event visitors. Manikins will be available for practical training, with fun ways of showing how effectively the resuscitation technique is being applied.
  - d. *Heartwize* would appreciate a contribution towards the cost of travel from their base in Leicestershire. Depending on the number of demonstrators and manikins required, this might be one or two cars. At 45p/mile the expected cost is about £60 per car. A further pre-event trip to inspect the site and facilities has been suggested but it might be possible to do this virtually. JWG will decide on funding.
  - e. The event coincides with ‘Diabetes Week’ and the NHS Community Diabetes team of 4-5 will be present with the Info Bus. The team provides support for any individual with Type 2 diabetes and advises on its prevention. A Risk Scope questionnaire will be available. Diabetes has high relevance to many of our exhibitors.
  - f. Volunteers to staff the PPG stall on a rota of two-hour shifts are needed from PPGs; already have some from CHG and Phoenix HG but need at least 12, and up to 18 to allow for contingencies.
- 5. Event Promotion - Ken Skehan.**  
KS is writing material for our day and the whole week for potential use in Cirencester Scene, websites and social media; also designing an advert and a poster. The poster can be displayed in local villages, surgeries, etc. A decision on flyers will be taken by JWG. Any other suggestions welcome. He has been invited to do a blog for the *Cancer Care Map*, which describes where to get help on every aspect of cancer, and the *Maggie’s* stall will have handouts on the day.
- 6. Social Prescribing (SP) - Update by Barbara Pond (GRCC)**  
The Community Wellbeing Service has two Social Prescribers in the South Cotswolds: Caroline Gooch and Richard Burdon and both will be on duty with Amanda Wragg on rota basis on their stall for the June event. They are keen to publicise opportunities for self-referral to the Community Wellbeing Service with people attending. Amanda and two social prescribers were on a Radio Gloucestershire interview on April 1<sup>st</sup> on the ‘Welcome to the Weekend’ show being asked about what social prescribing is and the types of work they do with their clients. They also recently had a twitter takeover event during National Social Prescribing Week where they answered many questions on social media. Social Prescribers are mainly community based but can also spend some time in surgeries, although room space can be an issue. **ACTION:** Amanda will contact Sue to discuss.
- 7. Patient Concerns**  
Short notice closures of pharmacies eg Lloyds, Boots. Patients are concerned that they may not be able to access their medicines on time when pharmacies are suddenly closed. Tesco and Fairford pharmacies received very positive reports. SD said that prescriptions are now issued electronically and stored in the “Cloud”. Pharmacies can then pull them down as required, so it should be possible to go to another pharmacy where they can then pull down the appropriate prescription.  
**ACTION:** SD will post this information on the CHG website.
- 8. New Chair and Minutes Secretary**  
Need two volunteers to take over these roles from 1 July onwards. None so far.
- 9. Any Other Business - None.**
- 10. Date and Time for Next meeting: 1400 on 12 May 2022 via Teams.**

**Post Meeting Note:** A proposal for a special PPG meeting soon after the event, while experience is still fresh, to assess its achievements and to make recommendations for action and/or future events - perhaps replacing the July meeting. Proposed date: **Thursday 23 June.**