



Minutes of Cirencester Health Group PPG Meeting on Tuesday 22nd January 2019

Present: Judith Reynolds, Nigel Collins (Chair), Sian Gardner, Ursula Evans, Sue Dunham, Eileen Grout, Eileen Wright, Gill Scott, Lian Franklin, Susan Witts, Philip Young (Vice-Chair), Heather Sutton, Eleanor Fletcher, Ann Coleman (Minutes Secretary). Dr William Norman attended.

Apologies: Pat Ayres, Bruce Evans, Graham James, Amanda Gerrard, Dawn Holland, Martin Wheeler.

Introductions: Members of the St Peter's Road Surgery PPG and The Avenue Patient Forum were welcomed to the first formal meeting of the combined group and asked to introduce themselves.

Membership Matters

Permission to Share Details: It was agreed to share contact details with the whole group. It was suggested that a bigger PPG could make things easier with functions etc. The group will review member numbers and formalise a procedure for accepting new members in six months.

The group confirmed Nigel Collins as Chair, Philip Young as Vice-Chair and Ann Coleman as Minutes Secretary.

New Members: Peter Moore and Heather Sutton would like to join, and this was agreed.

ACTION: NC to contact Mr Moore.

Terms of Reference will be developed and submitted to the group in March. It was decided that the group should be known as Cirencester Health Group PPG. **ACTION: NC, PY**

Frequency and Timing of Future Meetings: It was decided to hold meetings every two months, the first on 26th March at 2.30 when we will discuss future ideas and any improvements that can be made. The following meetings are 21st May, 23rd July, 24th September and 26th November.

Latest Development on Practice Merger introduced by Dr Norman.

Location: There has been little progress in finding a suitable surgery site for CHG.

Staff Changes: All new staff appointments will work across both sites. Lead Nurse Sarah is on maternity leave. Rebecca, who is Practice Nurse, will work two days a week at St. Peter's Road. There will be a new diabetic nurse, to serve the locality, based at Rendcomb on Wednesday mornings starting the beginning of February. Dr Urquhart has started a vasectomy clinic to serve the whole South Cotswolds cluster. There are two new receptionists: 'Mitzi' at the Avenue and Terry at St Peter's Road. There are plans for more medical student training with the Practice.

Patient's Letters: These letters from hospitals and other care providers to GPs are to be sorted at St Peter's Road and sent to the appropriate person in each surgery.

Patient Concerns over Merger: When appropriate there will be an online survey to see how patients feel about the merger. Another suggestion was to do a special newsletter with photos of the PPG Members and to include any relevant information.

There had been some concern over the appointment booking procedure to be adopted. A new system is being devised and will be discussed at the March meeting, with a view to implementation in April. Any thoughts on improving the system would be welcome, please send to Sue Dunham.

ACTION: All

“Did Not Attend”: The Avenue for the year was 1081 doctor’s appointments, 113 nurse appointments and 36 telephone appointments. St Peter’s Road for three months was 287 doctor’s appointments, 59 nurse appointments and 20 telephone appointments. Numbers are similar for both sites over 12 months. Concern was expressed about the high number of missed doctor and nurse appointments. PPG Members to consider how the group can help CHG address this.

ACTION: All

Website: Waiting for funding for a combined website.

Any Other Business:

Because under registration CHG is only allowed one address, St Peter’s Road is officially classed as a ‘Branch Surgery’

It was suggested that a patient information evening would be useful, eg The Life of a GP.

Dr Martin Hewitt is close to retirement and Dr Alan Gwynn in the new CHG Senior Partner.

Both surgeries had subscribed to the National Association for Patient Participation (NAPP) but only one subscription is needed in future.

ACTION: SD

Following the merger Cirencester Health Group has been registered with CQC, which could result in another inspection. The suggestions made by CQC at the previous inspections will be an agenda item at the March meeting.

Date of Next Meeting: 26th March at 2.30 pm at The Avenue site.