

**PPG meeting held on  
Wednesday 21<sup>st</sup> November 2018**

**Present:** Peter Jay (Chair)(PJ), Dr Hill, Jill Baines (JB), Anna Gibbins (AG), Lynne Earthy (LE), Tony Isaacs (TI), David James (JM), Julia Maclean (JM), Angie Spencer (AG), Margaret Toms (MT), Chris Tye (CT), Chris Swales (notetaking). Guest speaker – Ellen Tattersall.

**1 Welcome & Apologies**

**PJ** – Welcome to the three new members of the Group.

**2 Minutes of the last meeting.**

The minutes of the last meeting were agreed.

**3 Matters arising from the minutes**

These were all following on the agenda.

**4 Reports**

a) Chair

**PJ** – Ingela’s husband has had his bypass operation but it would seem that Ingela’s memorial service will probably be held next year. At the recent Cotswold PPG liaison meeting Cheryl Ewing from the CCG gave an interesting presentation. Every surgery has different ways for patients to make appointments; Phoenix Cirencester is encouraging patients to use online booking. Referral rates vary a great deal, with some surgeries referring 4 times as many patients as others. The CCG is looking into the reasons for this. Use of minor injuries was noticed to be like a bell shaped graph – as percentage use by age. This was found to have uniform usage by all surgeries’ patients. The CCG have introduced a telephone line which is used by 22 practices across the County for repeat prescriptions. Phoenix Cirencester has not taken up this option. Replying to a question from **TI – Dr Hill** felt that how a surgery is run is reflected in the number of referrals - Having individual patient lists means that the doctors had the fullest possible information about the patient’s history. The doctors at Phoenix Health Group have a Monday meeting where their referrals are discussed and also how to proceed with challenging cases.

b) Practice

**JM** – Dr Ariadne Strong has been recruited to the Practice – she started on 5<sup>th</sup> November. Unfortunately her Father is very ill so she is currently on compassionate leave. **Dr Hill** – The CCG is offering funds to employ a Practice Pharmacist to deal with patient

medication queries and to answer questions when a patient's medication is changed upon discharge from hospital. We have a new nurse practitioner – June MacDonald – who is working in the nursing homes. It is being discussed as to whether it would be useful to have a delivery vehicle and driver for the dispensaries at Tetbury & Kemble. Improved access clinics on Saturdays are well established, with a doctor and a nurse on duty. These offer pre-booked appointments only. Some Friday evening clinics for all local patients are starting on a rota basis. The Phoenix Health Group holds one in four of these. Nurse appointments are available on Saturday morning but not on Friday evening. Recent Saturday surgeries have included flu and diabetic clinics. **CT** – asked what the take up was for the flu vaccinations. **JM** – About 68%. **Dr Hill** – New Premises – Phoenix Cirencester is looking at a plot of land on the new Chesterton Farm development and is currently in discussion with the developers. There are discussions with the CCG around how many of the residents from the new development are likely to register with Phoenix as opposed to other Cirencester Practices. The Practice is in the process of applying to the CCG for funding. The other Practices in Cirencester are looking at a multi-Practice development on the hospital site. This is on hold at the moment while archaeological surveys are carried out. Tetbury PPG had an AGM where Jennifer Skillen stepped down as chair. Dr Angus McMyn has offered to chair the PPG on a temporary basis. The partners at Tetbury are trying to recruit some new PPG members.

## **5 Future Projects**

### a. Raising awareness of online services.

In order to raise awareness of online services **JM – to action** by asking Abi Green whether we could have a dummy patient set up to enable the PPG to demonstrate the online services to patients in the waiting room. **PJ** –We also need to raise awareness of the availability of obtaining prescriptions online.

### b. Raising awareness of Social Prescribing.

**Ellen Tattersall**- spoke to the meeting about her role as Social Prescribing Manager for GRCC. Social prescribers are trained to draw out of people the problems they have, using their interview techniques. They can then be introduced to a number of resources. Patients can self-refer and are usually seen in the doctors' surgery.

c. Training in the use of defibrillators.

**PJ & AG** have been trained in the use of defibrillators. **JM to action** - contact to be made with our patient, who has trained the staff, to see whether he would be able to hold a training session for the PPG members in the use of defibrillators.

**6 Any other business**

**DJ** - Would like to speak of his reasons for wanting to be a member of the PPG at the next meeting.

**7 Date of Next Meeting**

AGM - Wednesday 13<sup>th</sup> March 2019 at 1pm