



CIRENCESTER HEALTH GROUP PATIENT PARTICIPATION GROUP

Report of the meeting held at 1400 Thursday on 30 January 2020 in the ARU Room at Cirencester Hospital.

1. **Present:** Bruce Evans, Evelyn Fletcher, Gill Scott, Graham James, Nigel Collins, Lian Franklin, Philip Young, Ursula Evans, Dr William Norman.
2. **Apologies:** Chandra Verma, Eileen Grout, Pat Ayres, Sue Dunham, Susan Witts.
3. **Report of the sixth meeting held on 28 November 2019 - agreed.**
4. **Matters Arising** (not covered by the current agenda). More consultant appointments in Cirencester: a letter to the CEO, Gloucestershire Health and Care NHS Foundation Trust has been drafted but awaits confirmation that it accurately addresses the original questions raised at the August meeting.
5. **Latest Developments on Practice Merger and CQC – Dr Norman**
 - a) **Site:** Productive discussions to locate a suitable site for a new surgery building are ongoing and positive.
 - b) **Funding:** the Practice has recognized the need for the PPG to have access to some funds and has asked the group to suggest what it might need. Eg portable display banners.
ACTION: All members to consider what might be needed, ready for a discussion at the March meeting.
 - c) The surgery is inviting tenders for a new and more versatile telephone system. Ideally, the new system should provide for queuing and state where one is in the queue. It should also provide data on unmet demands.
 - d) The opening messages on the phone line will be reviewed.
 - e) Care Navigation Team training is ongoing; a core team, preferably working in a separate room, is under consideration.
 - f) Aim to have the pharmacist present 5 days per week.
 - g) Normally three receptionists on duty at each site.
 - h) 25% of appointments should be available to book online - aspiration by April but probably achievable later in 2020.
 - i) Can patients nominate two pharmacy suppliers for different types of prescription?
ACTION: Dr Norman to investigate.

CQC

- a) The official report of the CQC inspection has still not been received.
- b) There has been no response from CQC to the additional information supplied by the surgery.
- c) As yet there is no known date for its publication.
- d) Quality Outcome Framework, the surgery was thought to have a slightly higher level of exception codes. Under review.
- e) The receptionists were given a questionnaire to complete at a time when they were very busy with patients.
- f) The PPG would be willing to provide feedback to the CQC in due course.

6. Activities for the Next 12 Months

Current topics:

a) The New Appointment Booking Process

It was agreed to carry out a survey of patient reaction to the new appointment booking system by means of questionnaire and some face-to-face consultations (for which a room would be needed) if possible before the end of February. The questionnaire will be available in-surgery and online. A number of questions were discussed and a shortlist agreed. The survey must be as short as possible (there are so many surveys about these days) and should be available over two weeks. It was agreed to try out the 'Survey Monkey' website. It might be possible for the surgery to circulate the survey to patients whose email addresses they know. The issue of how to reach people who are not on email and/or only rarely visit the surgery was discussed but no ideal solution was found.

Action: NC to circulate a first draft for comment.
PY to investigate 'Survey Monkey'.

b) Healthy Living/Eating Event

There was further discussion of the proposed event. No conclusion was reached about its size or scope. Support has been received from two other surgeries Phoenix and Rendcomb - contacts Peter Jay and Pauline Farman, respectively. It was agreed to progress the event and that a small working group should be formed, including representatives from other cluster surgeries. LF agreed to help. As regards timing, summer or late summer looks likely.

A number of extra questions were raised:

- will there be facilities for cooking on site at the chosen venue;
- will the staff for the publicity bus be available on a Sunday, and if not would practice nurses be allowed to staff it, if willing;
- are 'talks' possible.

There will be further discussion of the event at the PPG cluster meeting on 5 March.

(Additional suggestions for potential participants received from a variety of sources include: Healthwatch (might take a stand), physiotherapists (Markland Clinic), WI; U3A; Probus; St James Place might be willing to sponsor if not held at CLC, eg if Cornhall used as an alternative venue.)

7. Publicity

a) **Newsletter Issue 3** - it was decided to produce this to include the results of the survey and advanced notice of the Healthy Living/Eating event;

b) **Portable Banner(s)** – to advertise our events, despite further searches no viable solution has yet been discovered. **Action:** LF will provide some possible contacts.

c) Our **PPG leaflet** is being printed for display and distribution at both surgeries.

8. **New CHG website** – The website is a great improvement. The easiest route to reach the Systmonline (SystemOne) website login page (to make appointments and order medication, etc) and how to 'bookmark' it were discussed. The PPG content now only includes post-merger information (pre-merger reports having been removed). However, the first newsletter was November 2018 although it is listed under '2019'. The PPG leaflet and November 2019 meeting minutes should be added.

9. **DNA Totals to Date** – No data available.

10. **Any Other Non-merger Practice News** - None.

11. **Patient Concerns** – None.

12. **Any Other Business** – Name badges for PPG members was suggested.

13. **Time and Date of Next meeting: 1400 Thursday 26 March 2020, ARU room.**