

**Minutes of a meeting of the Fairford Patients' Participation Group held via zoom on
Thursday 22 April at 1.30pm**

1. Those present

John Read	(Chair and Secretary)
Margaret Bishop	Patient
Judith Butler	Patient
Sarah Harrison	Social Prescriber
Amanda Jeffries	Patient
Alison Watkins-Nash	Patient
Cllr Stephen Andrews	Patient and Cotswold District Council
Diane Piatek	Practice Manager (part time – see 2))

2. Apologies – Jennie Sanford, Graham Hewitt. (Diane apologised for having to leave the meeting after the third item to attend to the housebound vaccination programme.)

3. Surgery briefing

- a. First COVID vaccinations – Diane reported the surgery was now inviting people in the 47 year age group but this was dependent on vaccine supplies.
- b. Second COVID vaccinations – House bound patients were being vaccinated today who had their 1st jab end Jan/early Feb. Next week the clinically extremely vulnerable (CEV) patients are being invited for their jab at Cirencester Hospital. Patients who have moved to the area from other parts of the UK who now need their 2nd jab has complicated matters due to local vaccine availability.
- c. Appointments – There has recently been a large increase in patient demand for GP appointments from pre-covid levels. This trend is replicated across the country. (see e). Face to face appointments take more time due to infection control /cleaning requirement between patients and patient numbers in the waiting room are still limited due to social distancing requirements. Whilst the waiting room may look empty, the GP's are telephoning and making contact with more patients than ever before.
Large numbers of people phoning to enquire about vaccinations have added to the problem. Alison was asked to draft a piece for social media explaining the problem. (Done) **Alison** The surgery was surveying patients who telephoned for their views on preference of types of appointment offered including timescale.
- d. Telephone system – on hold until resources available to review.
- e. Recruitment – the surgery is advertising for a full-time Advanced Practitioner (paramedic or nurse) to work alongside the GPs to help deal with the day to day demand, and will shortly be advertising for two Receptionists.
- f. Community Pharmacy Consultation Service – this was approved at national level and our local pharmacists have been trained to deliver this service. Training for the surgery's receptionists is planned and the service will be rolled out in the coming months where based on symptoms, patients can be signposted to the Pharmacy instead of the GP.

4. Social prescribing – Sarah was currently providing assistance to 10 patients from the Fairford practice. Referrals were a mixture of self-referrals, referrals by clinicians and those by other agencies.
5. CDC and GCC developments – Stephen reported that the rebalancing of resources between Gloucester and Cheltenham hospitals and the resulting specialisations should benefit patients. Cheltenham A&E remained available between 8am and 8pm. At night this became a Minor Injuries Unit.
6. Social media – Alison reported that postings and other activities had been relatively light.
7. Working for Wellbeing (W4W) – John reported that the recruitment of a Wellbeing Coordinator was well underway. It would be expected that the Coordinator would work very closely with Sarah, our social prescriber. W4W had been awarded £20k from the GCC COVID relief fund. There was a great deal of work in setting up governance for the charity. The Community Café project in both Lechlade and Fairford now had the necessary volunteers. A signposting list was in preparation for both towns.
8. Any other business
 - a. It was suggested that the Terms of Reference for the PPG should be posted on the PPG website. **Action John**
 - b. Some form of survey software was needed. John would raise this with the CCG. (done) **Action John**
 - c. It was suggested that the Wellbeing Coordinator be an ex-officio member of the PPG.
 - d. It was suggested that an ‘AGM’ webinar could be held for patients with participation by Diane and possibly a clinician. This item to be on the agenda of the next meeting. **Action John**
 - e. It was suggested that patients might be informed via the website and social media about sources of advice such as the pharmacy. This item to be discussed at the next meeting. **Action John**
 - f. John said that he had been Chair for 5 years and consideration should be given to a replacement and new members. This item to be discussed at the next meeting. **Action John**
 - g. Amanda announced that within months she hoped to move to Highworth when she would no longer be eligible to be a PPG member. John thanked her warmly for her contribution to date.