

**Minutes of a meeting of Fairford Patients Participation Group held on 9 September at
1.30pm via zoom**

1. Those present John Read – Chair and Secretary
 Diane Piatek – Practice Manager and partner
 Margaret Bishop – Patient
 Mary Ann Dibbs – Wellbeing Coordinator
 Alison Watkins-Nash – Patient
 Shelley Welsh – Chair of Friends of Fairford and Lechlade
 Cllr Stephen Andrews – CDC councillor, Patient and zoom host
2. Apologies -Jennie Sanford, Jane Watkins.
3. Members retiring and joining - Both Graham Hewitt and Sarah Harrison had stepped down and John had written to them to express the thanks of the Committee for their contribution. John had been assured by the GRCC that Sarah would be replaced. John welcomed Shelley Welsh, Mary Ann Dibbs and Jane Watkins to membership of the committee.
4. Surgery briefing – John thanked Diane for her very helpful update. The committee noted with approval the increase in phlebotomy days, a home urine testing service for diabetes monitoring, an extension of the loan of blood pressure monitors for home use, a weight management scheme and Long Covid support. Hands free door opening equipment and refurbishments and enhancements to the telephone service (partly as recommended by the PPG) were also welcomed. The committee expressed concern at the lack of a replacement of the paramedic owing to a lack of candidates with the appropriate qualifications.

Diane's report drew attention to the following

- There is currently a global shortage of certain blood sample bottles. The practice has stopped booking routine blood tests as directed by NHS England until further notice, with the GPs deciding clinical priority.
- Additional Roles Recruitment via the Primary Care Network – the partners have an awayday at the end of September and will be discussing roles available to recruit in 2021/2022
- Pharmacy referral scheme – staff have been trained but not yet implemented– Reception Team Leader is organising rollout for September
- Covid Boosters_– no information as yet known – being organised by the Primary Care Network and jabs will be given at Cirencester Hospital
- Flu jabs – nationally, vaccine delivery to all practices has been delayed by one to two weeks due to transport issues from the manufacturer – once a new delivery date is known, we will be opening up our appointments for booking a Saturday clinic.

- Nurses require refresher training prior to offering ear syringing appointments. If clinically necessary patients could also be referred to a free micro-suction treatment provided by Specsavers who are now commissioned by the CCG to provide.

John raised the issue of patients' appointments with medical practitioners and said that he had had heated exchanges with some patients about this. Diane would urge patients to contact the practice direct if they are experiencing problems in accessing services.

Diane explained that GP workload has increased by 30% from pre-covid times so back in July 2021 the practice made some changes to the appointment system to improve patient access whilst still in a pandemic.

- Receptionists offer patients a same day telephone, video or face to face appointment with a GP OR a book ahead telephone, video or face to face appointment with a GP based on the patient, and their clinical need. Patients with an urgent clinical need will always be dealt with on the day. Patients may wait for 2 weeks for a routine medical problem for a book ahead appointment (face to face or telephone) with a GP, and that wait could be longer if a patient requires to see a specific GP.
- Reception can signpost patients to a same day appointment with an Advanced Practitioner at Cirencester Hospital based on set referral criteria.
- Patients can telephone the surgery or use the electronic E-consult system via the practice website www.fairfordsurgery.co.uk for advice or support from a GP, Nurse, or a member of the admin team.

Nurses continue to have telephone and face to face appointments that can be booked in advance with urgent appointments being booked on the day if required.

There was concern that people were still avoiding coming into the surgery and this needed to be addressed in posts on social media. **Action Alison, John, Diane.**

5. GP Patient Survey – It was acknowledged that this was based on a small sample size but the figures showed that Hilary Cottage compared favourably with other local practices and that though obtaining an appointment was seen to be difficult the satisfaction levels were still better than other local practices and the national average. Satisfaction levels with treatment received were at a very high level.
6. PPG membership of PCN – Diane said that this would be discussed at the next PCN meeting.
7. Possible 'AGM' PPG webinar – this was approved and Diane agreed to take part
Action - John
8. Working for Wellbeing – Mary Ann gave a brief her outline of her work drawing attention to the successful Community Café, a Men in Sheds initiative, a Craft organisation and Wellbeing Walks.
9. Action Plan – this needed to be updated. It was agreed that this should included an item on informing people about technological developments in medicine and promoting digital enablement for more patients. John also to arrange a meeting with Dr Wallis to signoff. **Action – John**

10. John repeated his intention to step down and his willingness to assist a replacement with handover.

11. AOB – There was no other business.

DONM - 25 November 2021 at 1.30pm