



Phoenix Surgery
Patient Participation Group

PPG meeting held on Wednesday 21 June 2017

Present: Ingela Jacob (Co-Chair), Peter Jay (Co-Chair), Tatyana Cheung, Lynne Earthy, Anna Gibbins, Julia Maclean, Margaret Toms, Alan Waller, Chris Swales (notetaking)

1 Welcome & Apologies

Apologies were noted for Tony Isaacs, Chris Tye & Dr Hill.

2 Minutes of Last Meeting

The minutes of the previous meeting held on 11.01.17 and the AGM on 05.04.16 were reviewed. The minutes of both meetings were agreed as true and accurate records.

3 Matters Arising

IJ - Proposed that the annual patient satisfaction survey is carried out two years after the last one, in early 2018. This was agreed and a new question on social prescribing was suggested and also one regarding our link with Tetbury.

4 Reports

Co-Chairs Report

IJ – Our project for the last few months has focused on health promotion for Diabetes Awareness Week. **AG, IJ, & LE** covered 6 out of 10 sessions, with help from PJ and Jill Baines. There was a really good response in the waiting room with most patients completing the diabetes knowledge quiz with a score of 7/10. A new project for the autumn is planned – possibly on Balance to help patients avoid falls or perhaps encouraging patients to have flu inoculations. **PJ** – It has been agreed that Tetbury PPG will operate separately.

Practice Report

JM on behalf of **PH** - Dr Amylou Douglas joined the surgery in April and Dr Hein le Roux started on 1st June. Dr McInerney left on 31st May. All partners have a permanent patient list. Dr Douglas has taken over Dr McInerney's list and Dr Le Roux has the remainder of Dr Ansell's patients. Romney Surgery in Tetbury is now running personal patient lists and has a telephone triage system in place. Dr Khalid is still working in Tetbury one day a week. All of the Tetbury



Phoenix Surgery
Patient Participation Group

doctors are salaried and some new ones have been recruited to make up their numbers. The Friends & Family test in Tetbury was 100% positive. Dr Emma McMinn has been taken on to take over Dr Khalid's sessions. The Romney House PPG is pro-active and is attended by Dr Sethi. New premises are still being sought for both The Phoenix and Romney House Surgery. The CCG is supporting both of these moves and the right location is very important. The CQC report for The Phoenix has now been re-graded as "Good" with our responses as being "Outstanding". The CQC report graded Romney House Surgery as being "Good". The CQC will be re-visiting 20% of practices within the next 5 years.

Healthwatch

AW – The three months into the new year have been disappointing and frustrating for those interested in Healthwatch – there has been no response to those who have completed application forms to volunteer. Healthwatch has a new system with none of the previous volunteers having been transferred over. Currently there is a staff team of two - Julia Butler & Sophie Ayer.

PJ – The Park Surgery has started up a PPG group which has joined the national group. The Phoenix PPG has tried to join as part of the cluster group. **PJ/IJ** to action discussion with Tetbury PPG chair Jennifer Skillen. The National PPG has 1400 members across the country with 17 members from Gloucestershire including Tetbury. This week 19th to 24th June is PPG Awareness Week.

5 Future Projects

AG - suggested that the PPG go to coffee mornings at the Lakeside Care Home to possibly meet relatives of the residents. All of the Lakeside residents are under The Phoenix. There are 64 beds with currently 15 occupied. **JM** – The partners have put forward a proposal to the CCG for funding as the care home fills up. **IJ** – Perhaps the cluster group PPG could approach care homes to talk with them over the year.

6 Any Other Business

AW attended the Frailty Project meeting. Three case studies were discussed and generally outcomes are good. The Healthy Marketplace could be made aware of the details of the Frailty Service. **JM** - The partners are evaluating the service now and it is hoped it will be as good as the Staywell service. Community Matrons are being used to co-ordinate everything.



Phoenix Surgery
Patient Participation Group

7 Date of Next Meeting

Wednesday 11th October 2017 at 1pm