



Phoenix Surgery  
Patient Participation Group

## **PPG meeting held on Wednesday 10 January 2018**

**Present:** Ingela Jacob (Co-Chair), Peter Jay (Co-Chair) Tatyana Cheung, Lynne Earthy, Tony Isaacs, Dr Hill, Julia Maclean, June McDonald, Alan McQuillin, Chris Tye, Alan Waller, Chris Swales (notetaking).

### **1 Welcome & Apologies**

Apologies were noted for A Gibbins & Margaret Toms.

### **2 Minutes of Last Meeting**

The minutes of the previous meeting held on 11<sup>th</sup> October 2017 were reviewed and were agreed to be a true and accurate record.

### **Matters Arising**

**AW** – Healthwatch Gloucestershire is gradually becoming tangible. A few events are taking place through the winter. Would any PPG members want to be part of a reading panel for this?

### **3 Reports**

#### **The Phoenix Group Timeline**

**Dr Hill** presented the Phoenix Group Timeline – **see appendix A**. This covered the events to merge Phoenix Cirencester with Phoenix Tetbury from December 2016 to the year 2022. The name Romney House is to be dropped. It was emphasised that the Timeline is an overall plan and not set in stone. Regarding the new proposed building for The Phoenix Cirencester – The architects have met with Bathurst's architects and a footprint has been agreed for the new site. The Phoenix is to provide a business case to the CCG. Discussions are continuing for the new site for Phoenix Tetbury.

#### **Other Practice Matters**

**PH** -Dr Le Roux does a lot of work for the CCG and will be leaving us as a partner and but he will be covering one clinic a week for Dr Sethi at South Cerney. Dr Eleanor Curry will be taking over Dr Le Roux's patients from 1<sup>st</sup> February 2018.

**JM**- Nurse Sarah Beasley is leaving us today but we have two new nurses. Helen Lane will be covering half of Tina's workload and Hollie Mathias starts on 15<sup>th</sup> January. We have a new IT Support Person, Abi Green who will help with both Cirencester and Tetbury.



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#### National Self Care Week

This was very well received by the patients in the waiting rooms. The answers are still to be collated.

#### South Cotswold Cluster of PPGs and CCG Event

**PJ**-The South Cotswold Cluster group met at The Healthy Marketplace. (If we want to run an event in conjunction with something in the waiting rooms, this would be a very good way of doing it.) The CCG is introducing new IT to enable access to patient records by a professional person. This is to be rolled out very soon. **IJ** and **PJ** went to a presentation on what is new for the over 60s.

#### **4 Patient Satisfaction Survey**

The survey will start on 5<sup>th</sup> February 2018 and volunteers are needed for this 2 week event. PPG members being present in the waiting rooms really encourages patients to take part. **LE** – to collate information from this. Thanks were expressed to **CT** for the updating the survey. **Julia M** to remove the last section from the survey form that is the same as the Friends & Family Test.

#### **5 Future Projects – Working with other PPGs**

**IJ**- We will work more closely with the cluster group. There is a carers project in March, which would be more suited to being a cluster group event, rather than surgery based. **PJ** & **IJ** have met with The Tetbury PPG chair Jennifer Skillen. Due to the logistics, an executive group will probably be formed from both Phoenix Tetbury and Phoenix Cirencester to represent the members at PPG meetings at the surgery. Thought will need to go into the method of reporting back to the other members. The two PPGs should meet up and discuss what the surgeries need in the way of support. Tetbury PPG has joined the National Group. **Dr Hill** - A date for the PPG merger is not essential, work towards this should be done though. All 5 sites should be represented.

#### **6 Any Other Business**

**AW** - Patient feedback – please could we have a bench out by the front door for patients who need to wait outside under cover.

**JM**- The bench in the garden can be moved for this.

**7 Date of Next Meeting – the AGM** - Wednesday 11<sup>th</sup> April 2018 at 1pm