



Phoenix Surgery  
Patient Participation Group

## **PPG AGM held on Wednesday 11 April 2018**

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

### **1 Welcome & Apologies**

Apologies were noted for Chris Tye.

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

The minutes of the previous AGM meeting held on 5<sup>th</sup> April 2017 were reviewed and were agreed to be a true and accurate record.

### **3 Matters Arising**

Nil

### **4 2018 Patient Satisfaction Survey**

#### **a) Results**

**IJ** - Thanks were given to **LE** for collating the information. **LE** - A good response was received from 458 patients, including 29 from the RAU. A few doctors and receptionist were mentioned as being very helpful. Patients are still not generally using the website and didn't know they could book appointments six weeks ahead. The knowledge of the merger with Romney House was mixed. A possible change of date for the next survey was discussed - late Spring 2019, to hopefully target a different cohort of patients. **Dr Hill** - A new website is coming on stream soon.

#### **b) Action Plan - appendix one**

The plan was accepted.

**IJ** - asked how much the social prescribing was used. **Dr Hill** confirmed that it was used, but not fully and indicated that further discussion was required at the practice meeting to come up with a response to the Action Plan. **J Maclean to action** - surgery social prescriber to be asked to attend the next PPG meeting.



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## **5 Annual reports**

- a) Co-chairs – **IJ & PJ** appendix two
- b) The Practice – **JM** appendix three
- c) PPG Liaison

We are the only cluster group that is active, with all surgeries involved. The most successful events have been the ones organised within our own surgeries. We have gained support and learned from each other.

- d) Healthwatch

**AW** – This is gradually getting off the ground with a new Chief Executive based in Trowbridge. Gloucestershire Healthwatch have appointed various officers. Community events are being organised around the county. **AW** is to represent the group in looking after End of Life Care and is a volunteer on the South Gloucestershire PPGs.

## **6 Election of Co-Chairs**

**IJ & PJ** are happy to carry on for another year while the surgery merger goes ahead. **MJ** proposed this and it was seconded by **AG**.

## **7 South Cotswold Improved Access Pilot – appendix four**

**AW** – This has been rolled out across the county. **JM** – Additional access to urgent & routine treatment previously provided by Choice Plus has been replaced by the Improved Access Pilot, which is being organised on a Locality basis. As part of this pilot additional clinics will be held at all the Practices in the South Cotswold Locality. Phoenix will be holding an additional GP and Nurse clinic on a Saturday morning. This will be in addition to the Extended Hours clinics we hold Monday - Thursday. Patients from any surgery in the South Cotswold Locality can be seen at any of the Improved Access Clinics. Further details are available on the Practice website, on the TV screen in the Waiting Room at Chesterton lane and on Posters in the waiting Rooms.

## **8 Ear Syringing**

**PJ** – Met has with a CCG Manager, who has confirmed that Ear Syringing is no longer part of NICE. **JM** – Phoenix is still carrying out Ear Syringing at the moment. Patients are being given advice on self-care. Leaflets are being given out to patients as required and are also available on our Website.



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**9 General Data Protection Regulation**

See appendix five

**PJ** – members of the PPG who wish to continue in the PPG circulation list need to confirm this.

**10 Any Other Business**

a) **PJ** - The NHS 70<sup>th</sup> anniversary is approaching and the PPG intend to produce a display of the history of the Phoenix during this time.

b) **MT**– A National Diabetic prevention programme is to be held soon.

**11 Future Dates**

Next general meeting -Wednesday 20<sup>th</sup> June 2018 at 1pm.

Next AGM – 1<sup>st</sup> April 2019