



	<p>that the ethos behind GPs prescribing medication to patients has not changed. GH has responded on behalf of LoF – better to create a project to avoid waste and ineffective/unsafe medicines rather than being driven by cost. There should be more regular reviews of medicines prescribed to patients for active use/ no longer necessary. DP noted that the South Cotswold Frailty Team Community Matrons are doing this as part of their work for our patients.  <a href="https://www.engage.england.nhs.uk/consultation/items-routinely-prescribed/">https://www.engage.england.nhs.uk/consultation/items-routinely-prescribed/</a></p> <p>ii. <b>Integrated Personalised Commissioning (IPC)</b> SA emphasised that paper copies of the plan need to be available to those caring for that person. He drew particular attention to the need for ambulance service staff to have access to the plan. MB and a number of PPG members made strong objections for any name that includes ‘My’ in the title. Feedback to Joanne Appleton  <a href="mailto:joanne.appleton1@nhs.net">joanne.appleton1@nhs.net</a></p> <p>iii. <b>Health Visiting and School Nursing consultation</b> – DP reported that the surgery had received only three hard copies which were in the waiting room.</p> <p>Additional CCG item:  SA reported that the 2gether Trust NHS and Glos Care Services are joining together. SA is pressing CCG for a clear vision for the future in practice. All PPG members agreed the STP ‘Hub and Spoke’ is costly and impractical in rural areas because of the complex patient transport infrastructure that would be required.</p> <ul style="list-style-type: none"> <li>• <b>NAPP</b> – JR asked that all members had read the Pre-PPG minutes. NB. All PPG members to note email from JR with new login.</li> <li>• <b>Gloucester PPGs meeting</b> – There is a drive to encourage GPs to provide access to patient data electronically, including through APPs. DP reported that HCS have a good uptake and have already hit the nationally set NHS England targets for this. Next meeting 24<sup>th</sup> November – update on STP. JR attending. Others welcome to attend.</li> <li>• <b>South Cotswold Cluster</b> –Next meeting 13<sup>th</sup> November. JR and SA will attend. Others are welcome if the agenda to be sent through includes their area of interest.</li> </ul>	<p>individual responses to this item <b>by 7<sup>th</sup> October 2017</b></p> <p>JR to respond on behalf of HCSPPG <b>a.s.a.p. as deadline was 16<sup>th</sup> Sept.</b></p> <p>DP to send link to AOH who will forward this to 18-25 and next age groups</p> <p>JR/SA to express PPG view to those concerned.</p> <p>All PPG members NAPP login</p> <p>JR to attend with any other interested PPG member.</p> <p>JR/SA to attend with any other</p>
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	<ul style="list-style-type: none"> <li>• <b>PPG members</b> – areas of interest. See note above.</li> <li>• <b>Proposal for pre-PPG change</b> – In view of the smooth working of the PPG, it was agreed that the Pre-PPG meeting would be renamed Interim PPG meeting. The format and membership would remain the same, but it would mean that each PPG meeting (main and interim) would simply review the minutes from the previous meeting, creating a consecutive flow. JR also proposed the idea of a PPG/surgery vision e.g. to make HCS the surgery of choice through the work that we do. DP drew attention to the fact that HCS already have a vision statement ( see the Practice Charter Leaflet). DP praised the PPG as a fantastic resource, working alongside each other.</li> <li>• <b>Other:</b> SA reported that the 92 houses at Horcott have been dismissed by the secretary of state, noting that surgery capacity comments carried no weight in the decision making. DP reported that patient numbers have now started to gradually increase (currently 7517) as predicted with the new housing. There is sufficient space at the surgery premises for any growth with an already converted upstairs consulting room in place. As part of the NHS strategy and new ways of working in primary care, the practice has recruited a highly trained and experienced Specialist Paramedic (Rob McGuigan) who will be working two days a week. Rob is an additional resource and will be seeing patients in the surgery as well as undertaking home visits as directed by the doctors. Emma Kennedy is also commencing an Advanced Nurse Practitioners Master’s Degree that will enable her to see an additional range of patient in the future.</li> </ul>	PPG member.
5.	<p><b>Area 2: The PPG will encourage and support information events across a range of health and wellbeing subjects</b></p> <ul style="list-style-type: none"> <li>• <b>Dementia Event 29<sup>th</sup> June 2017 follow up.</b> <ol style="list-style-type: none"> <li>i. Staff Training - DP confirmed that all staff receive training on this topic and that new staff are trained during the induction process. All clinicians follow Glos G-Care dementia pathway. HCS patients all have a regular review. MB expressed concern that some receptionists seem unaware of which patients suffer from dementia, suggesting a “butterfly system’. DP reported that a dementia diagnosis is “flagged” in the patient medical record but a receptionist would only see that if they actually go into the patient record.</li> <li>ii. <b>Day Care Idea to provide support for Dementia suffers and carers</b> – Those</li> </ol> </li> </ul>	AOH/LMcF to ensure that the PPG board has the Dementia info sheets on communication and sources of help displayed.

	<p>undertaking exploratory discussions during the summer were thanked for their efforts. All agreed professionals would be needed. DP suggested integrating something in the community using the new Community Connector Service (replacing social prescribing) run by Glos Rural County Council Trustees. SA has asked the Trustees but no response has been received as yet. JS learnt that Crossroads are trying to get a second day in Cirencester hospital. JS has asked them if it were possible for them to take our patients, noting that Crossroads already has some patients from Fairford. GH pointed out that transport would be an issue to overcome because dementia patients need escorts. GH was in favour of the idea of day care one day a week that supported dementia sufferers and offers respite for the carers, indicating that the LoF would provide funding but not staff and run it. MB noted that people do not come along if they have transport difficulties. Those living on their own may forget the day where support is offered e.g. as experienced by staff at the Memory Club. The PPG/LoF need to find out what providers are out there. A Project Group was created to follow up on this discussion: JR to Chair; MB; JS; GH to be involved when time becomes free. DP via email.</p> <p>iii. <b>Gill Beighton</b>, Alzheimer's society trained Dementia Friends. AOH summarised her offer to provide training sessions, perhaps for families of patients; members of the community; any interested surgery staff.</p> <ul style="list-style-type: none"> <li>• <b>Depression Event</b> – AOH provided an actions and deadlines update. Next steps were discussed and agreed. GN proposed LMcF introduces this with her area of interest. All agreed. DP reported that Specialised Nurses from the 2gether Trust run weekly clinics at the surgery.</li> <li>• <b>Warm and Well</b> – JR explained the key points from Warm and Well and summarised his leaflet. Food bank distribution will be coming once a week in Fairford. DP has given the leaflet to the social prescriber.</li> </ul>	<p>DP to investigate the proportion of dementia patients at HCS – gauging possible demand.</p> <p>AOH to put DP in direct contact.</p> <p>AOH to send the updated summary to all PPG members for action; DP to ask if a member of the surgery team would wish to speak.</p>
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	<ul style="list-style-type: none"> <li>• <b>Flu vaccine benefits – self help.</b> DP reported low uptake on the Flu clinics so far this year. HCS actively advertise and target those eligible for a free Flu jab. A Saturday morning Flu clinic is running at the surgery on 14<sup>th</sup> October. The chemist are also actively targeting patients who are eligible.</li> </ul>	<p>AOH/LMc PPG to publicise Flu Clinics in next PPG Newsletter</p>
6.	<p><b>Area 3: The PPG will work with the Practice to continually improve communications and patient access to surgery provision</b></p> <ul style="list-style-type: none"> <li>• <b>Ear syringing provision</b> JR formally thanked DP for her persistence and success in securing ear syringing provision for HCS patients. Ear syringing provision is commissioned at HCS up to March 2018. The Ear-care Pathway for the county is currently being reviewed so plans for post March 2018 are not yet known.</li> <li>• <b>PPG members and surgery staff worked together on the new web site.</b> The new web site is now 'live'. DP showed the PPG and thanked members for their support work. There is a PPG tab at the top with a 'Contact us' button. All praised the professional look of the web site, the layout and access buttons.</li> <li>• <b>Survey follow up on low web site use</b> – Discussion considered work with the surgery to improve patient use of the web site. It was proposed that the <b>next PPG Coffee Morning</b> is at Fairford - the focus will be on using the web site. DP is willing to come along to talk about the website.</li> <li>• <b>Appointments</b> – DP reported that the survey outcomes had been fed back to staff and discussed. As previously reported, HCS have been working with Dr David Carson from the Primary Care Foundation on changing the current system together with Dr Crooke who has undertaken much work in the design. We have come up with a simplified, 'bite size', appointment model with the aim to improve access to both same day and book ahead GP appointment availability. Rob, our newly appointed specialist paramedic will also see patients on the same day as deemed appropriate based on clinical need. DP reported that a Practice in Cheshire that has adopted a similar approach state that it has revolutionised their working day and the change has</li> </ul>	<p>All PPG members to become familiar with the new web site. AOH/LMcF to follow up with DP on items under the PPG tab. DP to send November dates and cc MB; AOH to invite Chris Roberts</p>

	<p>been very welcomed by patients. The implementation and 'go live' of this new system is anticipated to be early November. There will be a mixture of book ahead, routine and same day appointment slots (both face to face and telephone) and this will need to be continually reviewed and monitored to ensure effectiveness. PPG thanked DP for her extensive work and persistence on developing a new system.</p> <ul style="list-style-type: none"> <li>• Next steps planned will be to upgrade the surgery telephone system and this is anticipated to be during 2018.</li> <li>• <b>FoHCSPPG</b> – AOH drew attention to the fact that there are 108 new names from survey plus an additional member via FoHCSPPG form. The PPG discussed manageability, e-safety and communication of PPG newsletters, information sheets, posters etc. AOH will send the next Newsletter to current 40 FoHCSPPG. DP and AOH will liaise on creating a 'Subscribe to the PPG Newsletter' button under the PPG section of the new web site. When in place, Liz/AOH a one-off message via <a href="mailto:hilarycottageppg@gmail.com">hilarycottageppg@gmail.com</a> to the additional members when the system is in place. New FoHCSPPG to go to the web site.</li> <li>• <b>Fairford Town Council web site information</b> – The PPG had been informed about out of date information. The PPG suggested those wishing the Town Council to carry information on their services should either ensure the Town Council is given update to date information or a link to the service provider.</li> </ul>	<p>AOH to send out next newsletter to current FoHCSPPG</p> <p>AOH/DP to liaise on 'subscribe' button. AOH/LMcF to send one-off message to 108 survey names.</p> <p>JS to speak to the Town Clerk.</p>
7.	<p><b>Area 4: The PPG will maintain and develop ways in which the Practice gains the views of patients and carers enabling the Practice</b></p> <ul style="list-style-type: none"> <li>• <b>PPG Awareness Week Survey Outcomes</b> – AOH shared a draft update on survey outcomes for the PPG Newsletter update. This was agreed. The ongoing concerns about car parking were discussed. DP and PPG shared common concerns about this. DP was asked to please contribute a sentence for the PPG Newsletter.</li> <li>• <b>CCG survey result</b> – This was covered under Area 1 above.</li> <li>• <b>Southrop Village hall and query to PPG</b> <ol style="list-style-type: none"> <li>Travel Form queries. - Doctors do not accept emails directly from patients. Patients can email the surgery secretary <a href="mailto:hilarycottage.sec@nhs.net">hilarycottage.sec@nhs.net</a> (queries which are</li> </ol> </li> </ul>	<p>DP to provide sentence for PPG Newsletter.</p>

	<p>not of a clinical nature) and these will be passed onto one of the Nurses who will action accordingly.</p> <p>ii. Repeat prescription where appointment is needed first - There is a system in place so that appointments can be booked at a set time period prior to repeat renewal.</p>	
8.	<p><b>Area 5: The PPG will represent the patient perspective, as required, to both the surgery and to any external body</b></p> <ul style="list-style-type: none"> <li>• <b>Frailty Pilot</b> There is no further update from CCG on this. The South Cotswold Frailty Team (Community Nurses and Wellbeing Coordinators) are employed by the South Cotswold GP Cluster practices. This model of care is likely to be rolled out across the county.</li> <li>• Sue Black the Village Agent, is happy to come along to a future PPG to update us.</li> <li>• The work of the paramedic is developing as noted above. The work of the Clinical Pharmacist continues to support the GPs in reviewing patient discharge summary medications and other patient medication reviews.</li> </ul>	<p>JR – next PPG meeting to consider input from Sue Black</p>
AOB	<p>NEXT Interim PPG meeting to follow up on next coffee morning after Fairford November date :</p> <ul style="list-style-type: none"> <li>• Down Ampney has a coffee morning, monthly, on last Wednesday of the month</li> <li>• Castle Eaton has a weekly Thursday coffee morning.</li> </ul>	

**DATES FOR THE DIARY:**

**Interim PPG Thursday 9<sup>th</sup> November 2.00pm Gill Northen's home**  
**Full PPG 11<sup>th</sup> January 1.00pm surgery**