

**Draft Minutes - Hilary Cottage Patient Participation Group  
Tuesday 23<sup>rd</sup> May 12.30pm**

1. **Present:**  
 John Read                      Chair  
 Liz McFadyen                Vice Chair/publicity  
 Stephen Andrews          Patient/CDC councillor/CFR  
 Margaret Bishop            Patient  
 Gill Northern                Patient  
 Ann O'Hara                  Publicity/patient  
 Suzanne Saggars         HCS staff

In addition, we welcomed a new PPG member Jenny Sanford, Town Council representative, and a prospective new member Phyllis Archard

Minute No	Item	Actions
2.	<p><b>Apologies:</b>            Graham Hewitt (League of Friends); Carol Stewart (secretary); Diane Piatek (HCS)</p> <p><b>PPG membership:</b>            John welcomed Jenny and Phyllis. PPG members introduced themselves. John briefly summarised the work of the PPG, emphasising patient confidentiality and the need to focus on information and provision for all patients and <u>not</u> specific individuals. John has written to Johnny Dallow and thanked him for his time on the PPG.</p>	AOH to send Action Plan and last tri-fold to JS and also PA upon PPG
3.	<p><b>Minutes for the last PPG meeting:</b>            There were no amendments. The minutes approved and signed. Matters arising - Ann drew attention to the need to agree how we compile a list of support available (Area 2 Action Plan)</p>	
4.	<p><b>Area 1: The PPG will ensure it is well informed of developments and best practices</b></p> <ul style="list-style-type: none"> <li>• STP and Rural Areas Report. Stephen spoke to the summary provided by Ann. Work undertaken by the PPG is picking up on 3 of the STP priorities i.e. healthy life-styles, dementia and mental health. Rural Areas – Work by HCS and the PPG is focused on some of the concerns identified in this report. HCS are recruiting a paramedic to be surgery based, with a possibility of some home visits, in order to ease the pressure on the doctors, enabling more patients to see their named doctor. Patient access to and</li> </ul>	

	<p>use of HCS web site is on the PPG Action Plan, reflecting the report's concerns about an elderly population and digital access. We agreed to explore this more in PPG awareness week, in addition to seeking patient feedback on Appointments (agreed with the surgery). Suzanne drew attention to indications that only 25% of patients use the web site for appointments.</p> <ul style="list-style-type: none"> <li>• South Cotswold Cluster –John and Stephen attended this meeting. They summarised key points from a presentation on to 'Warm and Well' which focused on fuel poverty, which affects 11% of the population in Glos. Help is at hand including free advice that can lead to saving £400 a year. John has written an article – to go to magazines now. Action – Jenny if you have dual fuel contract with British Gas and you are a pensioner, you can get £140pa paid back into electricity account ('Home Warm'). Patients should check if their supplier does this.</li> <li>• Gloucester PPGs meeting – The focus had been on cancer care. HCS refer patients to Sarah Clifton Gould from Social Prescriber. We discussed whether the patient exercise route was working. It was noted that patients can get a prescription for exercise to be undertaken in Cirencester but not in Fairford. This may be because Cirencester leads on the assessment of a programme for the patient, which can then be completed in Fairford. Macmillan cancer care initiatives are underway in Gloucester and the North Cotswolds. Ann asked about whether HCS provides a concise patient summary for access by all treating the cancer sufferer. Action- add.</li> <li>• Glos PPG volunteers meeting – The CCG Information Bus is currently focused on diabetes awareness. Ann asked if HCS wished information on the 21<sup>st</sup> June visit to Cirencester to go to FOHCSPPG.</li> <li>• Healthwatch – This has been taken over by Wilshire. John and Stephen attended a meeting on the new structure. Healthwatch are asking volunteers to reapply. Presentations were given</li> </ul>	<p>EMc, SA and AOH to put together questions for PPG Awareness week.</p> <p>JR to send draft to EMc and AOH ; also to contact Shirley Rice who runs the luncheon club</p> <p>HCS to check that the Social Prescriber and Village Agent also know this; obtain leaflets for the waiting room/PPG table.</p> <p>Cancer care to be an area for discussions at the next pre-PPG and PPG meetings</p> <p>AOH to send SS the email about Cirencester visit for possible next FOHCSPPG update</p> <p>JR/SA to circulate the email to PPG members</p>
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	<p>by 3 current volunteers. John explained that a range of volunteer roles are available, including 'Right of Entry'. 'Readers' are no longer part of the volunteer role but instead are in an associate role. Stephen and Ann suggested PPG members look at the email outlining information and apply if they wish to do so.</p> <ul style="list-style-type: none"> <li>• PPG members – areas of interest. Ann and Liz have found the information provided by PPG members who have a particular area of interest very helpful for PPG publicity and support in planning event. It would be helpful to know each members' area of interest e.g. Liz mental health; Ann cancer; Margaret dementia etc.</li> <li>• Surgery Update – The Village Agents are volunteer led and are well established and working well in the community. The Social Prescriber, provided by Cotswold District Council, is currently based at the surgery and has been supporting identified patients each week. Sarah Clifton Gould will be taking over from Nikki Rowe. NHS Gloucestershire CCG have carried out an evaluation of the current service specification. Looking ahead, steps to initiate a new procurement process, with a revised service specification, are currently underway. We anticipate that a new service will commence in Autumn 2017. Cotswold District Council has agreed to continue to deliver the current service in the surgery until then.</li> </ul>	<p>PPG members to send AOH/EMc an email with their areas of interest</p>
<p>5.</p>	<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>• PPG Dementia Event 29<sup>th</sup> June 2017. Ann provided a progress update. Margaret has organised the room; Gill has liaised with Margaret and collated key information for an information leaflet; Liz and Ann have produced and circulated the first poster advertising the event to all local magazines and to Chris Roberts; Ann has sent an invitation to U3A; John/Stephen invited members of the South Cotswold Cluster; Liz reported that 10 places were already booked prior to this meeting. HCS have no further additions/advice to add to the excellent work underway. They wished the PPG every success with the event. Next steps were</li> </ul>	<p>PPG members to</p>

	<p>discussed and agreed as below:</p> <ul style="list-style-type: none"> <li>i. AOH/EMc to update the poster to include attention to a free information pack to be given to all who email to book a place. With thanks to Stephen who asked us to think who our audience might be, the new poster will have a wide distribution – HCS to be asked to provide 40 A4 copies with 10 laminated. EMc and AOOH to include on FOHCSPPG update</li> <li>ii. AOH to write a joint email to Hilda Hayo and Dr Holland requesting that Hilda provides a general summary about dementia and the work of Admiral Nurses etc.; Dr Holland to talk about the role of music therapy, how Mindsong works and local provision; for all speakers to liaise over the exact details. Timing to be 30 minutes for Hilda and 30 for Dr Holland There will follow an interval for tea/coffee, leading into Questions for the Panel</li> <li>iii. Tea/coffee to be provided by Gill and Margaret. Others to help on the day</li> </ul> <ul style="list-style-type: none"> <li>• Looking ahead – initial plans for ‘Understanding Depression’ Autumn Event were briefly discussed. Processes are in place at HCS that support safe medication for patients. Stephen noted that ‘Together’ NHS Foundation Trust has a section on depression. One in four people suffer from mental illness; between 4%-10% experience depression in their life time Next steps: <ul style="list-style-type: none"> <li>i. Is there a national week focused on depression which we could link to? SAD has a national focus in November. Liz/Ann to look at this and possible speaker.</li> <li>ii. All PPG members to bring ideas/info to next Pre-PPG.</li> </ul> </li> <li>• Warm and Well – John’s article to go to local magazines this summer and on to PPG board after the dementia event.</li> <li>• Information summary of local groups – Ann asked how we can manage the collation of this. Discussion identified that the number of sources would be very wide indeed, so manageability was important. It was agreed that all PPG members should bring along to each meeting anything they have noticed that can be added to</li> </ul>	<p>complete actions listed below and as numbered</p> <p>Posters to go out as below:  JR – Peter Kay for South Cotswold Cluster PLUS Kelly Ford Young at Heart; EMc – Hyperion and PPG board; Jenny – Town Council web site; SA – Nick Brown Prospect Hospice; AOH -Chris Roberts, library, Boots; all PPG members post in local village hall/ wherever visible to others.</p> <p>All PPG members to complete relevant numbered action.</p> <p>Review and agree at next meeting.</p>
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	<p>the list; any item noted in PPG minutes that would add to the list would be noted as an action point; Remaining question for discussion - who will collate this list ?</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>• Surgery Update - Access to medical records was discussed and the associated costs covering GP and admin time. Patients are informed of these on request e.g. for insurance companies/solicitors. 'Coded' information is available to view on line for those patients who have completed relevant forms for on-line access.(PPG Action Plan web based provision/access)</li> <li>• Ear syringing- PPG members noted the updates from DP and SS with thanks. GP practices in Gloucestershire are currently not commissioned to provide this service to patients unless they have an enhanced service provision to do so which HCS do not. The CCG are currently reviewing and liaising with ENT specialists to decide what is the most appropriate solution for primary care (micro-suction versus ear syringing or offering both) and what this means for GP practices.</li> <li>• Margaret provided the PPG with additional information having contacted Healthwatch Glos. asking for advice on ear syringing 3 alternatives       <ol style="list-style-type: none"> <li>1. Drop-in centre. Carfax Medical centre, Carfax St. Swindon.01793 541655. Free, but its not possible to book an appointment, and there is usually a 3 hour wait. ( in an uncomfortable waiting room with limited facilities. Unsuitable for disabled).</li> <li>2. <b>Rendcomb Surgery in Cirencester.</b> Takes a limited number of non-registered patients <b>privately</b> when capacity available. There is no current capacity to expand this.</li> <li>3. Could be referred by own GP to ENT Dept. which would probably be Tetbury Hospital, waiting list up to 18 weeks depending on urgency.</li> </ol> <p>Jennie drew attention to the fact that Fairford</p> </li> </ul>	

	<p>Hospital have a machine for 'suction' which is a safer process than ear syringing. It is possible that a patient initially referred to Swindon would then be sent to Fairford Hospital but more information is needed. PPG asked if disabled patients could be supported to access this local provision. SS drew attention to free transport for disabled patients that is provided by Arriva but HCS cannot add any further comment to this as it would be a commissioning decision made by NHS Gloucestershire CCG who as advised are already they are in the process of addressing this</p> <ul style="list-style-type: none"> <li>• Web site – work with the surgery to improve patient use of this – find out information during PPG Awareness week.</li> </ul>	<p>Include as a standing item</p>
<p>7.</p>	<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>• Southrop Village hall 7<sup>th</sup> June – Ann to bring board; Liz/Ann to do tri-fold. John suggested a 'stand up banner' for use at all PPG coffee mornings/events. This was discussed. It was felt that an A3 sheet of common/background info would be most useful.</li> <li>• PPG Awareness Week 19<sup>th</sup> – 24<sup>th</sup> June: With the agreement of the surgery, PPG members will be dropping in to HCS waiting room to promote PPG, seek feedback for the surgery through specific questions on appointments and use of email/HCS web site. It is important that PPG members pursue positive feedback as well as note queries/concerns. <b>NB. Individual patient health issues cannot be discussed.</b> The outcomes will be discussed at our next PPG meeting.</li> </ul>	<p>AOH to send updated 'Action' sheet to all PPG members SA to look at an A3 sheet on PPG. AOH/EMc to provide tri-fold for PPG members EMc/SA/AOH to draw up questions for feedback JR to draw up rota of PG members JS to investigate a PPG Awareness Week banner-liaise with EMc on wording.</p>
<p>8.</p>	<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>• The PPG Chair of the PPG and Secretary met with Dr Wallis to discuss the new PPG Action Plan and ways to work with the surgery on delivering this on 28<sup>th</sup> April. John reported that this was a very successful</li> </ul>	

	<p>meeting and that the action plan was agreed. The dementia event has the full support of the surgery. However Dr Wallis is not available to be able to Chair this.</p> <ul style="list-style-type: none"> <li>• Surgery Update – As an outcome of the above meeting, Dr Wallis and the Chair discussed some questions on ‘appointments’ that would be used by PPG members during PPG Awareness week to seek quantifiable feedback for the surgery. John emphasised the importance of giving the surgery both positive feedback as well as queries/ complaints. Jenny offered to provide the PPG with selected pages from the Neighbourhood Plan on how people perceive this surgery. SS and PPG members all agreed that any feedback would be useful because it helps us learn and helps the PPG publicity focus -Fairford demographics and the needs of patients are being monitored (STP and PPG Action Plan priorities ).<b>NB</b> The PPG is offering support by promoting healthy life-styles etc. The Surgery are participating in a Gloucestershire CCG appointments project with Dr David Carson from the Primary Care Foundation. He has visited the practice and is working with the team to see on how HCS can improve access to appointments for patients. The result of this work will be known later on in the year.</li> <li>• Frailty Pilot – The surgery reported that this has been fully rolled out and is working well. Jenny gave an example of how this is happening.</li> <li>• Clinical Pharmacist – A prescribing pharmacist Kam Ho started in May and is working in Fairford two half days a week. This is a new role and she will be working with the GPs on developing this role in the coming months.</li> </ul>	<p>JR to send these questions to AOH/EMc/SA.</p> <p>JS to provide the pages to JR; DP/SS.</p> <p>Review at next Pre-PPG and PPG meeting with a view to how this can inform the ‘Depression’ event</p>
AOB :	Gill has found that Down Ampney has a coffee morning, monthly, on last Wednesday of the month and Castle Eaton has a weekly Thursday coffee morning..	GN/PA to find out about a September date for the PPG to join the Castle Eaton coffee morning. 10am – 11.30. Gill to contact

		Down Ampney for September/October dates
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**DATES FOR THE DIARY:**

1. PPG 'Thank you' Garden Party – 16<sup>th</sup> June 12 noon for 12.30pm – PPG members please bring food to share. JR to invite DP and SS.
2. Pre-PPG meeting – 12<sup>th</sup> July 2.30pm ( JR home)
3. PPG – 1.00pm 28<sup>th</sup> September ( surgery)