

Minutes of the PPG meeting on Thursday 11 Jan. at 1.30pm in Beaumont room.

1. Those present

John Read – Chair and Secretary
Cllr Stephen Andrews – Kempsford Parish Councillor and Patient
Margaret Bishop – Patient
Judith Butler - Patient
Mary Ann Dibbs – W4W Coordinator
Cllr Jennie Sanford – Fairford Town Councillor and Patient
Emma Saxby – Patient
Andrew Slucock – Practice Manager
Alison Watkins-Nash - Patient
Shelly Welsh – Chair of the Friends of Fairford and Lechlade

2. Apologies – Carolyn Thrussell, Trevor Hing

3. Matters arising from the minutes of the meeting of 28 Sept 2023

Andrew reported that issues with obtaining prescriptions for patients at The Hyperion had arisen and these would be addressed in a meeting between the pharmacy and The Hyperion. Mary Ann confirmed that the outreach team would be attending the Talking Café and would continue to do health checks and administer combined flu and COVID vaccinations. Andrew confirmed that this would be recorded and the information fed back to patient records.

4. Recruitment of new committee members

As a result of an advertisement for new PPG committee members two people had put their names forward – Emma Saxby and Katie Bull. Katie was unfortunately not available for the meeting but will be invited to the next one and given copies of these minutes. John welcomed Emma to the meeting. She had expressed an interest in taking the role of Chair. Emma briefly outlined her family's NHS background, her own experience in a health insurance firm in Singapore and Dubai and her work as a business coach and her role as Volunteer Coordinator for W4W (which now had over 40 volunteers). The committee endorsed her application and welcomed her to the role of Chair which would take effect from the next committee meeting.

5. Email from Sophie Ayre

Stephen had raised the question of briefing sessions on Dementia in Gloucestershire libraries which seemed to confirm that these were only taking place in the north of the county. Andrew will provide figures showing the number of sufferers from dementia in Fairford to support the anecdotal evidence provided by the committee. **Action – AS.** Stephen will quote these figures to support a case for having briefing sessions in Fairford library. **Action - SA.** John would circulate Sophie Ayre's request for replies to the questionnaires in her email. **Action – JR (Done)**

6. EoL Documentation

The committee agreed to promote the need for individual patients to prepare end of life documentation with their family and medical practitioners. It was agreed that a subcommittee would be formed to draft advice on documentation and links to the appropriate websites which would be passed to the surgery. For comment. **Action – JR** . Andrew agreed to put summary advice on the screen in surgery reception when available **Action – AS**

7. Practice Manager's report

Andrew drew attention to his work to reduce the abuse to staff, particularly reception desk staff. As a result incidences of abuse (reported to Andrew due to their extreme nature) had declined from around one a week to one/two a month. The committee questioned whether incidences of abuse had arisen from failures to get appointments and one particularly serious case was raised. It was also suggested that some of the abuse might have been sparked by complaint handling by reception staff. Andrew replied that steps had been taken to train staff. Staff training was made more difficult because of rapid turnover in what was a stressful job.

Two new receptionists were in place. Staff recruitment in other areas continued – there are ads out for a new secretary and advanced nurse practitioner. Locums were used where needed.

COVID and flu vaccinations had taken place in October. The supply would be increased by 10% for 2024 because of higher demand. Shingles vaccinations were given to those eligible on request.

An upgraded website should be in place by April which would allow the surgery to make more changes more easily than at present.

8. Friends of Fairford and Lechlade report

Shelley reported that a nursing manager had left but had been replaced. The charity shop was busy and was now opening all day Saturdays and closed on Mondays. The Edna Dawes Lunch Club was oversubscribed and would now be run on Monday as well as Wednesdays. The Memory Club was still funded by the Friends. The Bereavement Café was well attended and numbers were increasing.

9. Working for Wellbeing report

Mary Ann reported that the Warm Welcome Room was funded and in operation and the Community pantry was available in the room. Partnerships with local restaurants had also been formed so that meals could be provided funded via W4W. Warm and Well bags were being distributed and Andrew undertook for the remaining six in the Surgery's possession to be handed over to Mary Ann. **Action – AS**. The HAF - Holiday Activity and Food programme - was in place. W4W was preparing a marketing programme which was designed to increase awareness of their activities. Andrew undertook to place messages on the surgery waiting room screen when these were

available from W4W and to invite Mary Ann to make 15 minute presentation of the work of W4W at the next Clinical Meeting. **Action - AS.**

10. Social prescriber's report

John announced, with regret, that Carolyn Thrussell had had to resign because of family issues. John had emailed GRCC about a replacement.

11. Any other business

Alison said that members of the Talking Café had reported good service from the surgery. It was agreed that everyone on the committee should relay such messages to Andrew when they arose as they were important for staff morale. **Action – All**

A new telephone system is expected shortly.

The on-line messaging system (questions to clinicians through the website) to the surgery was only available between 10 and 12am

12. Date of next meeting

7 March at 1.30pm in the Beaumoor Room. It was proposed that future meeting should be scheduled for an hour at two monthly intervals. **Action - ES**