

**Minutes of a meeting of the Fairford Patients' Participation Group held by zoom
on 25 November 2021 at 1.30pm**

1. Those present

John Read- Chair and Secretary
Cllr Stephen Andrews – Patient and meeting host
Margaret Bishop – Patient
Diane Piatek – Practice Manager and Partner

John announced that Jane Watkins had, with regret, resigned owing to her impending house move outside the practice.

2. Apologies

Judith Butler, Mary Ann Dibbs, Jenny Sanford, Alison Watkins-Nash.

3. Matters arising from the meeting of 9 Sept 2021

- a. PPG membership of PCN – Dr Wallis had explained that the PCN was a vehicle for bringing GP practices together to work at scale and currently includes the vehicle and funding for employing additional staff (eg Clinical Pharmacists) to work together by area rather than by individual practices.
- b. PPG AGM web seminar – John reaffirmed the intention to hold this when conditions were less pressured than currently.

4. Report by Diane

- a. Staff changes – Since the last meeting there had been no staff changes. The practice is currently recruiting for a Practice Manager part time to work operationally. Once recruited, Diane as Business Partner will be reducing to part time hours and cover the business side of the practice. The new posts of Clinical Pharmacist and Pharmacy Technician would be advertised shortly as part of the Primary Care Network Additional Roles scheme. These posts will help support the doctors and their workload. The practice has no plans to recruit for a prescribing paramedic at this time.
- b. Premises – New non slip floors and automatic doors had been installed to the waiting room areas and clinical rooms and received general approval from patients. Tree branches overhanging the car park, which might prove a danger to patients, are planned to be cut back on 1st December.
- c. Telephone system - This had been upgraded and there was now 'on hold music' and patients were told their position in any queue.
- d. Flu injection clinics – These were ongoing and the take up has been good.

- e. COVID vaccinations – Clinics continue at Cirencester Hospital Hub. For house/bed bound patients - as the District Nurses are unable to administer the jabs and there is no central immunisation team or resources to deliver this vaccine to our patients, the Primary Care Network have now asked practices whether they would undertake this additional work as a one off. So as a matter of priority we have planned and arranged for our practice nurses to go out into patients' homes to carry out these jabs to eligible patients together with offering them a flu jab.
- f. Social Prescriber – Sarah Harrison had not yet been replaced. The Primary Care Network are currently planning to employ Social Prescribers to work with and alongside the Frailty Team going forward.
- g. Appointments – Figures quoted by Dr Wallis indicated that 66% of patients receive a consultation on the day both face to face and telephone based on patient choice and medical need. We need to continue to protect our vulnerable patients and staff and ensure infection control and social distancing rules are still maintained so we continue to limit the number of people sitting in the waiting room. This will inevitably have an impact on the number of pre-bookable face to face appointments available. Many patients are still seen in the car park / tent or in a designated side room if appropriate to minimise any risk. As well as telephoning the surgery for an appointment, patients can contact the surgery online via our website www.fairfordsurgery.co.uk and selecting the "Consulting Room" tile on the home page. The whole NHS is under severe pressure with increased demand from all areas as we head into this winter and we are all doing the best we can with the resources we have.

5. Meeting with Dr Wallis

- a. Appointments – John had stressed the frustration shown by some patients for inability to have face to face consultations and the length of time between requesting consultations and these taking place – see also above paragraph which offers some explanation. Patients are encouraged to contact and speak to the practice directly if they have concerns or issues with booking an appointment.
- b. Digital enablement – John mentioned that Working for Wellbeing would be tackling the problem of the, mostly elderly, patients who were unable to use digital means of contacting the surgery and hoped to work with surgery on this.
- c. Referrals to EoL team – The District Nurses reported that the low number of referrals was due to low demand. The surgery nurses were now coordinating surgery referrals with the Friends of Fairford and Lechlade EoL team.
- d. The future of Primary Care – Dr Wallis felt that the changes brought about by COVID, particularly telephone consultations would continue, perhaps at a reduced level. There might be more use of AI for analysis of medical conditions.

Diane commented that a major issue is the plethora of surgery and hospital IT systems in use across the NHS which are unable to communicate and share information electronically with each other. Any national Clinical Integration project was likely to take some time to ever rectify. There has been progress with certain electronic record sharing between stakeholders - GP Blood Test results, hospital letters, Xray imaging, Summary Care Records and the Gloucestershire Joining Up Your Information (JUWI) are already in place and work well. From next year NHS Digital have plans for patients who have signed up for online access with the surgery and those signed up via the NHS APP to have prospective access to their GP medical record to include test results and letters from April 2022. Further details and patient communication will follow nearer the time.

- e. PPG Action Plan – Dr Wallis was handed a copy of our Action Plan. The new features in this are outlined in 5b and 5d above.
 - f. Working for Wellbeing (W4W) – John outlined the role of W4W as a signposting, support partnering and catalyst for the setting up of new wellbeing groups. Governance procedures and policies were in place to best practice standards. Some £60k of funding had been obtained from county sources allowing us to employ a Wellbeing Coordinator.
6. Report by Mary Ann on W4W activities – Further excellent progress had been made on the setting up of Men in Sheds, Wellbeing Walks, craft workshops and advice and guidance from representatives of CAB, Food Bank, Warm and Well and Carers Hub at our community café.
7. Referrals to EoL team – see 5c above
8. Social Prescriber – see 4f above
9. New Trustees – All were asked to propose possible members of the Group
10. AOB – there was no other business
11. DONM – **Thursday 17 February, 2022.**