

Minutes of a meeting of the Fairford Patients' Participation Group held on 29 September 2022 at 1pm

1. Those present

John Read – Chair and Secretary
Cllr Stephen Andrews – Patient
Margaret Bishop – Patient
Mary Ann Dibbs – W4W Wellbeing Coordinator
Diane Piatek – Surgery Partner and Practice Manager
Cllr Jennie Sanford – Patient and FTC representative
Andrew Slucock – Incoming Practice Manager
Alison Watkins-Nash – Patient
Shelly Welsh – Chair of the Friends of Fairford and Lechlade

2. Apologies

Judith Butler and Kelly Smith

3. Welcome to Andrew

John welcomed Andrew to the practice, introduced him to all the members of the committee present and gave a short account of the workings of the PPG and how this had led to the formation of Working for Wellbeing.

4. Farewell to Diane

On behalf of the committee John thanked Diane for her help with the PPG, for the very hard work entailed in managing the practice during COVID and wished her well in her new role.

5. Matters arising from the minutes of the meeting of 9 June 2022

There were no matters arising.

6. Practice Managers Report

It remained difficult to recruit new doctors because of the national shortage of GPs. However, Nurse Practitioner Tina Rosarth and Paramedic Rob McWiggan were now in post and would deal with less complex case work which would reduce the doctors' caseload.

Extended appointment hours would become available on Monday 3 October on Monday evenings at the practice and in Cirencester Hospital every day from 2.30 until 8.00pm.

Flu vaccination clinics will take place on 8 and 29 October at the practice. These can be booked online. Older age groups were prioritised and had been requested to attend by the surgery. Those patients under 55 were asked to telephone for an appointment. Flu vaccinations were also available at pharmacists. COVID vaccination clinics are bookable on the NHS system. Alison was asked to post a reminder to patients on Next Door and Facebook. **Action AW-N.** Housebound patients would be given Flu and COVID vaccinations in their own homes.

Ear wax removal. The retraining of nurses to carry out removal using water treatment was not yet complete. However patients were referred to Specsavers for micro-suction treatment which was the preferred method. Patients were also able to book an appointment at Specsavers without referral, in which case they needed to pay the current fee. Shelley suggested that the Friends of Fairford might be able to offer to subsidise the cost and provide transport or subsidise the provision of a nurse to operate the micro-suction unit at Fairford Hospital and would investigate this. **Action SW.**

B12 injections. These were usually needed to be booked every 6 months but the online system would not allow booking that far ahead. Andrew agreed to look into this. **Action AS.**

Phlebotomy appointments could now be booked on-line.

Patients with non-complex conditions such as coughs and colds could be referred to a local pharmacist who would refer a patient back to a doctor if it was felt that the symptoms required this.

A new FootFall system for the website would soon be available incorporate triage.

Patients had complained that when asking for a call from doctors they were unable to say when the call was likely to be made and might have to stay in their homes until 8pm. Andrew undertook to see if this might be improved. **Action AS.**

The telephone system was now able to tell patients what number they were in a queue.

7. Working for Wellbeing Report

Mary Ann gave a brief summary of the work of W4W. Recent developments included an expanded Talking Café for Fairford and the opening of a Café in Lechlade in the Baptist church, the closing down of the Ukrainian Youth Club because members were now integrated into other local organisations and one to one digital inclusion sessions. A shopping trip, Christmas events (including a Christmas lunch) and a menopause talk as part of a series were planned. Mary Ann asked if a representative from the surgery might be present. Andrew agreed to put this to appropriately qualified staff. **Action AS.**

8. Friends of Fairford and Lechlade Report.

Shelley outlined the work of the charity which includes end of life nursing, financial support for the Prospect Hospice, and transport of patients to the surgery and hospital and prescription delivery. The re-opening of the Edna Dawes Lunch Club and the Young at Heart Lunch Club were to be relaunched when staff could be recruited.

The issue of 'Transport Poverty' was raised. Isolated members of the community who could not drive needed transport to the many events and clubs available. These were an important means of maintaining mental and physical health. Cotswold Carers had offered to set up a service for this and Shelley agreed to discuss this with her transport manager to see how the two services might work together. **Action SW**

9. Progress in finding a new Social Prescriber

John reported that GRCC had recruited a new prescriber and drew attention to the fact that a prescriber, a Mr Burdon, was already available. The surgery were unaware of this.

10. IPSOS-MORI survey

Alison tabled the results of the survey which showed that Fairford Surgery compared well both with other local surgeries and the national experience.

Fairford scored significantly better overall on easy telephone access and being offered a choice of appointment. Areas where performance was significantly lower than both local surgeries and national figures were the helpfulness of receptionists.

It has to be stressed that the figures were based on a small sample size of 120.

11. Any other business.

Fairford Town Council had finance for 'Warm and Well' bags to give to those finding it difficult to heat their homes. Mary Ann said that she had a supply of these which she could give to those needing them. It was agreed that the surgery frailty nurses were best placed to identify those requiring such help and the Town Council might be able to finance more 'Warm and Well' bags. It was agreed that Mary Ann, Andrew and Jennie would work together on this issue. **Action MAD, AS, JS**

Andrew suggested that a link to the PPG be placed on the Town Council website. This was agreed. **Action JR**

John had announced his decision to step down in the near future and would put together a link to the terms of reference and a call for applicants to be placed on social media. **Action JR**

John had had a meeting with Kevin Gannaway-Pitts on digital inclusion for patients and would again see if any funding was available for this. **Action JR**

Stephen drew attention to patients who felt they needed urgent attention and being unable to get a same day appointment had rung 111 who then arranged an appointment with the patient's GP. This was tying up precious resources. Diane said that she was unaware of any such occurrences in the Fairford practice.

12 Date of next meeting

January 19, 2023 at 2pm. Meetings would be held quarterly.