

**Minutes of a hybrid meeting of the Fairford Patients' Participation Group held by zoom on
9 June 2022 at 1.30 pm**

1. Those present

John Read – Chair and Secretary
Cllr Stephen Andrews – Patient and meeting host
Margaret Bishop – Patient
Judith Butler - Patient
Mary Ann Dibbs – W4W Wellbeing Coordinator
Caroline Gooch – Social Prescriber
Diane Piatek – Surgery Partner and Practice manager
Cllr Jennie Sanford – Patient and FTC representative
Alison Watkins-Nash – Patient

2. Apologies

Shelly Welsh and Kelly Smith

3. Matters arising from the meeting of 17 February 2022

Blood pressure results & outpatient appointments at Fairford Hospital- DP to follow up re outcome as already discussed in the practice. **Action Diane**

4. Practice manager's report

Staff matters

Diane confirmed Dr Crooke's resignation from the practice. The committee was concerned at the loss of a valued GP and asked Diane to give Dr Crooke an expression of the committee's appreciation of his dedicated work in his 10 years at the practice.

Diane then informed the committee that she intended to leave the practice in October 2022. The committee regretted this decision and wished to record their appreciation for Diane's work in the practice and her work with the PPG.

Diane reported that it has been difficult to recruit new GP staff. Advertisements for these had not had replies. Two new GP trainees are due to join the practice in June and August. Locums are also being used to cover the gaps where available. There is a 40% shortage of GPs in Gloucestershire.

Diane advised that shortly patients would be consulted regarding the new South Cotswolds Primary Care Network (PCN) Extended Hours provision from October 2022. A PCN survey would be circulated by all practices by text to patients. Hard copies will be available in the surgery waiting rooms – Diane will send the PPG the link to the survey. Replies are required by the end of June. **Action Diane**

Building works

No major works were planned.

COVID

Currently the incidence was very low. The practice continually reviewed the need for mask wearing and other precautionary measures. The practice has recently relaxed the wearing of masks in line with new infection control guidelines received as follows:

- * Staff should continue to wear facemasks in all clinical areas when seeing patients and also in general patient circulation areas eg, downstairs corridor areas, waiting room , front desk areas etc.
- * Staff in non clinical areas eg: all offices, meeting room etc are no longer required to wear a facemask unless it is their own personal preference to do so.
- * It is recommended that patients who attend the surgery with respiratory symptoms should wear a facemask or covering (if tolerated) or are offered one on arrival.

All other patients are not required to wear a facemask unless it is their personal preference to do so.

Flu and COVID vaccination programmes

Flu vaccines were on order for delivery in mid-September. The vaccination programme is expected to start in mid to late September and October and will include Saturdays. Nothing is currently known about a COVID booster programme for the Autumn.

On-line appointments and medical history

Routine GP, pharmacist and blood testing appointments are now available to book online. The eConsult system has been decommissioned. Patients can still contact the practice electronically via the practice website. The practice has worked quickly towards achieving 70% face to face appointments. During the summer online access to patients' prospective full records would become available – details will follow in due course on the exact roll out date.

PPG queries

Ear wax removal – nurse practitioner was organising for staff refresher training prior to re-commencing the service in house. In the meantime, patients could be referred to private organisations such as Specsavers who offer an NHS ear micro-suction service.

Hearing in the Reception area – a patient had complained of difficulty in hearing receptionists owing to plastic screens and masks. Patients with hearing aids could use the hearing loop setting on their hearing aids.

Queuing on the telephone system – one's place in the queue should be made known but appeared not to be. Diane would investigate with the telephone provider.

Action Diane

Disabled bay marking – This has been highlighted by the practice and is on the premises improvement plan together with the whole car park re-lining in due course.

Telephone appointments – patients would like to be told when a doctor or nurse was likely to be phoned. It was very difficult to be precise about this as calls had to be placed in priority order as they came in. Diane to discuss with GPs and feedback.

Action Diane

5. Wellbeing Coordinator's report

Mary Ann reported that a talking Café aimed at alleviating loneliness and other problems had started in Lechlade and 11 people had attended. (Caroline asked to come to the Lechlade café **Action Mary Ann and Caroline**) 30 people now regularly attended the Fairford café. Representatives from CAB, FoodBank, Warm and Well, PCSOs, the bereavement Café and the Fire Service had all been present at various times. The café concept was now being planned for other interest groups in Fairford, Lechlade and the surrounding villages. Walking for Wellbeing now took place on Sundays and Mens' Shed, Fairford Crafters daytime and evening sessions were all in operation. (These were advertised through town newsletters and leaflet drops as well as on social media so that people without iPhones could be contacted.) A plan to increase digital enablement was now being implemented. 63 people had attended the digital enablement sessions organised by the Digibus in Fairford and Lechlade. There had been 2 referrals from the surgery in May.

6. Social Prescribers report

Caroline reported that there had been 6 referrals from Fairford Surgery. She had also set up a Fibromyalgia Group in Cirencester in conjunction with the Adult Education department of Cirencester College. Caroline expressed an interest in Mens' Shed in the context of mental health. John would give her details of Malcolm Cutler who led this operation. **Action John**. Mary Ann asked Caroline to let her know of any referrals which had been dealt with so that she could follow these up. **Action Caroline and Mary Ann**

7. Friends of Fairford and Lechlade Report

In Kelly's absence John briefly described the Friends' current activities which were now emerging from the restrictions of the pandemic. The shop was open in Lechlade, driving to medical appointments was in operation, Lechlade Lions were now delivering prescriptions, home nursing continued and support for families in financial difficulty was available. Fairford Hospital was now able to host the lunch club and reopening of this was being planned as was the Young at heart Club. Funding for people for You, mental health counselling at Farmor's School and the Prospect Hospice continued.

8. Any other business

Stephen mentioned a Health Overview and Scrutiny Committee (HOSC) of the CDC meeting to be held on 12 July and asked Diane for any questions she wished put.

Action Diane

HeartWise – as part of the Cirencester health day organised by Cirencester PPGs on 14 July children would be trained to do cardiopulmonary resuscitation.

Margaret reported that a monthly café for Lygon Court and Bowmoor Housing residents was now being held on the second Tuesday of every month.

John reported that he had been asked to attend a public consultation on Fit for the Future 2.

9. Date of next meeting

As usual this would be held on a Thursday at 1.30pm. Stephen kindly agreed to organise a Doodle poll to fix a meeting in September.

Action Stephen