

**Patient Participation Group Annual Meeting minutes**  
**Old Police Station**  
**Monday 5<sup>th</sup> August 2024 at 6.30pm**

**Present: Mrs Sue Pritchard (SP) (Chair), Dr R Zamir (RZ) (GP partner), Mrs Teresa Newman (TN) (Assistant Practice Manager), Jeff Price (JP) (Friends of the Surgery), 15 patient group members**

**Apologies: Mrs A Goode (Practice Manager), Owen O'Connell, Chair Wolds End Sub-Committee**

**Welcome and update from Chair**

Sue Pritchard welcomed everyone.

SP explained that it has been a contractual requirement since 2015 for every GP practice to have a Patient Participation Group (PPG). Following the last annual meeting in April 2023 there had been a working party set up to work more closely with the practice on areas that will benefit patients going forward.

Areas that the PPG has been working with the practice over the last year include: working more closely with Friends of the Surgery who fundraise for the practice; better communication to patients; comparing websites of different practices and making recommendations for improvements.

**Practice Achievements - Dr Zamir**

RZ gave an update on how funding is allocated across the North Cotswold practices which are part of the North Cotswold Primary Care Network (PCN). This enables the doctors to refer patients to clinics in other surgeries such as physiotherapy. Due to the current size of Chipping Campden surgery the number of clinics offered is restricted. Across the PCN pre-bookable appointments are now offered in evenings and weekends.

Following the departure of Dr Degnan, the surgery recruited two Advanced Nurse Practitioners (a replacement GP could not be found) and are now fully staffed.

Chipping Campden is now a training practice where Junior Doctors work at the surgery for a period of 6 months.

The new surgery website has gone live today.

A new phone system is in place which includes a ring back service and lets patients know where they are in the queue.

A new Facebook page has been set up and patients are being encouraged to use it.

**Patient Feedback - Friends and family Survey – Teresa Newman**

In May 2023 we had 187 responses and in March 2024 we had 298.

The average % of patients that would describe their GP experience as good was 82% in 2023 and 94% in March and July 2024

Percentage of patients registered for online appointment booking was 48.72% and for registering for at least one online service, such as ordering prescriptions was 50.82%

Did not attend figures for 2023:

Apr 87, May 81, June 107, July 169 (highest across the PCN), Aug 112.

Monthly summary of calls in July, inbound 4568, answered 3110, callbacks requested 168, callbacks successful 161

### **Friends of Surgery (FoS) – Jeff Price (Chair)**

FoS set up as an informal group in the 90's and registered as a charity in 2000 run by a small group of trustees. Jeff Price has been Chair since 2022. The purpose is to provide the surgery with items that do not have allocated funding. Currently the charity is consolidation it's funds of £79,000 which is being invested in order to provide additional funding for the new surgery.

Two fund raisers have taken place over the last year – a quiz night in October 2023 and Lent Lunch in March 2024 raising £1,000. Plans for the next 12 months include another quiz night in October 2024 and a Lent Lunch in March 2025. Sale of books at the surgery regularly brings in additional money. Requests for voluntary contributions monthly by direct debit or a legacy donation are welcome.

### **Priorities 2024/2025 – Dr Zamir**

Maintain current staffing levels and working as a team for better continuity of patient care.

The surgery will continue with personalised lists and patients are encouraged to see their named GP although patients can request to see other GPs if more appropriate. When asked, Dr Zamir gave the reason why receptionists ask patients their reason for attending and this is to ensure the patient is referred to the appropriate health professional.

The surgery aims to increase the number of patients ordering prescriptions, booking appointments and receiving results online.

### **New build update**

The ICB (Integrated Care Board) has confirmed that funding is still available for the new build and Chipping Campden is still on the priority list. The surgery is being kept informed of developments but as yet no further progress has been made with the planning application.

### **Questions**

Following comments that some felt the current surgery is old fashioned in its set up, Dr Zamir explained that the new surgery will be more modernised.

Moblle Chemo Bus, can we explore it being sited in this area? **TN to liaise with CHN to explore.**

Owen O'Connell (Chair of Wolds End Orchard Sub-Committee) submitted a question asking whether there are any NHS pilot projects currently underway regarding the promotion and development of social prescribing. Wolds End Orchard provide volunteering opportunities for people who may be experiencing social isolation such as gardening-based tasks and 'Art in the Orchard' events – both of which are options for the GPs to signpost patients. **Action - RZ and SP to discuss further with Owen.**