

Alney Practice Patient Participation Group (PPG)  
Minutes of Meeting held on  
Friday 5<sup>th</sup> March 2021 via Zoom

The meeting commenced at 10 am via Zoom

**In attendance:**

Pamela Dewick (Chair) PD

Dr. Liam Stanbury (Alney Partner) LS

Denise Leach DL

Audrey Webber AW

Jennifer Taylor JT (for 30 mins)

Ilyas Piperdy (Practice Manager) IP

Geoff Gidley GG

Jeremy Base JB

Terry Flowers

**Apologies:**

Katherine Holland (NHS Glos CCG) KH

Vivien Carey VC

Heather Kerr HK

Christina Carver

Lesley Williams

Sue McClung

		Action
1.	<p><b>Welcome and Apologies</b> PD welcomed everyone to the meeting. Apologies as listed above. PD explained that KH had unfortunately sent apologies at the last minute because of a work commitment</p>	
2.	<p><b>Dr Stanbury, Practice Partner/GP</b> Dr Stanbury shared information about the workings of the Practice - the original note taker of the meeting left and therefore there are no detailed notes but he (Dr Stanbury) spoke of the COVID vaccination programme, the running of the practice, staff and gave a GP's perspective on how the practice has been running during COVID. IP gave details of the COVID vaccination programme and a staff update in his section below which duplicated/mirrored some of what Dr Stanbury had said.</p>	
3.	<p><b>Review of Meeting Held on 27<sup>th</sup> November 2020</b> The minutes were reviewed by those present and agreed by those present</p>	
4.	<p><b>Matters arising</b> There was a brief discussion about how the meeting should be managed, and at this stage the minute taker left. All of the remaining attendees thought that the meetings were well run, and well chaired, with the emphasis being on making progress on behalf of patients rather than to going through every procedural detail, as might happen in a formally constituted meeting.  This resulted in the remaining minutes being taken by GG</p>	
5.	<p><b>Practice Manager's report.</b> <b>Covid Update</b></p> <ul style="list-style-type: none"> <li>Vaccination clinics are going well, and good progress is being made through Cohort 6. Unanimous appreciation was expressed for all that the Practice has done, with compliments about the excellent organisation and the hard work of all the staff during these difficult times</li> </ul>	

- Second doses will start to be given on 17<sup>th</sup> March. Some people have been given their dates, the remaining will be contacted nearer the time
- The second dose will be administered alongside other patients first doses
- The text system 'Accubook' is starting to be used for the COVID clinics
- In answer to a question about using texts to advise on routine matters, eg "your prescription is now ready", only individual texts are possible at present, with no bulk texting available, but this may change.

**Staff Update**

- The Assistant Practice Manager is on leave.
- Receptionists Tracy and Angela have been in the role for six months, and have settled in well.
- Chloe, as lead receptionist, has made a number of improvements, including dealing with an afternoon triage whereby 5 -10 slots could be available towards the end of each day, depending on the particular need. This does seem to be making more appointments available.
- There is a new Practice Nurse Sarah, who has settled in well.
- The work of the whole Practice during this past year, with its unprecedented demands such as staff absences through sickness, running large scale vaccination clinics etc, was gratefully acknowledged by all present. Congratulations offered all round!

**Telephone Lines**

- This has been an issue for a long time, but improvements continue to be made. There is frequent contact with the phone company to try to resolve matters, and a detailed log is being kept of problems.

**Highnam Extension**

- The extension is all but complete apart from the car park and a few niggling IT issues which are being sorted by a central IT team.

6.

**PPG Update**

**Primary Care Network (PCN)**

- There is a suggestion that the Chairs of the five Practices in our PCN (Alney, Churchdown, Brockworth, Hucclecote and Longlevens) should meet and share ideas. All thought this was a positive move, and it will be taken further by IP and PD

**Confidentiality Agreement.**

- In accordance with the PPG Terms of Reference, the PPG needs to have one for the committee members. The one used by the Practice itself covers a wide range of areas, many well beyond our remit, so a shorter and more pertinent version has been produced. This will be sent to all members for signature, to be returned to the Chair who will then deposit them with the Practice Manager for safe keeping.

**Membership of the PPG**

- A number of patients have expressed interest in the work of the PPG, and some want to be actively involved, others less so. It was

	<p>agreed that we would have a committee of up to twelve, as in the Terms of Reference. Others who want to be kept informed, and may be invited to help with specific tasks, would be regarded as "friends" or "associates" of the PPG committee.</p>	
7.	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>• A Question was raised about what the PPG had achieved, and hoped to achieve. Basically the PPG is to obtain and represent the views of patients to make sure they are considered when decisions are being made about the direction the Practice is going. This is explored in a lot more detail in the Terms of Reference.</li> </ul>	
8.	<p><b>Date and time of Next Meeting</b></p> <ul style="list-style-type: none"> <li>• The date and time of the next meet to be arranged</li> <li>• It was agreed to continue using zoom until it is safe to meet. IP agreed that he could provide a 'hybrid' meeting, where some are in the office and some on zoom, if required (post-COVID and when restrictions allow)</li> </ul>	