

**Alney Practice Patient Participation Group (PPG)  
Thursday 25th November 2021**

**Meeting Minutes**

**Attendees**

Pamela Dewick (Chair) (PD)

Ilyas Piperdy (Practice Manager) (IP)

Abby House (Assistant Practice Manager) (AH)

Katherine Holland (NHS Clinical Commissioning Group) (IP)

Geoff Gidley (GG)

Audrey Webber (AW)

Jo Badham (JoB)

**Apologies:**

Karen Preece (KP)

Denise Leach (DL)

Terry Flowers (TF)

Jeremy Base (JB)

Jennifer Taylor (JT)

Pamela welcomed new PPG member, Jo Badham, and informed the group that Christina Carver has had to step down from the group due to new work pressures.

Pamela thanked Jennifer for taking the minutes of the previous meeting.

**Actions from the last meeting**

- A practice PPG badge is required to enable PPG members to ask patients for feedback on the Highnam car park improvements and other engagement activities.
- **ACTION: IP to arrange for GG and AW/JB to collect badges from Highnam and PD to collect the rest from Cheltenham Road.**
- AH has updated the Facebook pages with information on the new approach to appointments. She will double check the website to ensure the information is also on there. IP has updated the latest information on the vaccination programme (which is regularly changing!)
- IP confirmed partners were happy to have a noticeboard at Highnam but wanted clarification on whether or not this is a specific PPG noticeboard or more general information. AW noted that the PPG newsletter could be displayed alongside other PPG information and the group agreed it would be a shared noticeboard.
- AH flagged that the practice's Facebook following is increasing and she would be happy to include PPG information on there and the website.

**CCG Update**

Katherine announced that she is leaving the CCG in December to join the Patient Experience & Improvement Team at Gloucestershire Hospitals Trust. The CCG team will be a little bit depleted and the direct support for the PPG is likely to reduce. The group noted their thanks to Katherine for her support and wished her all the best in her new role.

In 2022, the CCG will be dissolved and replaced by the Integrated Care Board (ICB) (forming part of the Integrated Care System, known locally as One Gloucestershire). Current CCG Accountable Officer, Mary Hutton, has been appointed as the new Chief Executive Officer of the ICB.

## Practice Update

- New phone system in place since 19th October. Feedback has generally been good but a couple of specific issues have been reported, which the IP believes has been resolved. AW noted that she has heard feedback from local people that it is a bit quiet and hard to hear.
- **ACTION: IP and AH to follow up with receptionists to check headset volume is increased**
- Further functionality will go live shortly to integrate the phone system with the clinical system so that the patient file is brought up ready
- The Practice is receiving 400-600 calls a day currently and will continue to monitor call volumes to inform reception rota's. AH noted that introducing flexible contracts for new reception staff will also help with this. Three new receptionists are being recruited (additional capacity).
- Appointment structures have now changed as discussed at the previous meeting - this is having the benefit of appointments being more appropriately allocated and GPs receiving fewer tasks. Receptionists have an A-Z guide to conditions - approved by clinicians - which gives them a guide to the most appropriate type of appointment. AW fed back that the process felt very efficient.
- The check in screens at both sites are now back in use
- The Practice has signed up to deliver the next phase of Covid vaccination delivery as part of the PCN clinics at Churchdown Community Centre.

GG asked for an update on the use of e-consult. IP confirmed it is still not being considered by the practice. PD asked the practice to come back to this in the future as patients have reported they are benefiting from it.

**ACTION: IP requested any feedback from patients who have used e-consult elsewhere. KH offered to connect PPG members in to other PPGs for feedback.**

PD asked if the practice intends to extend use of text messaging, e.g. next steps for test results and prescriptions. IP has said use has increased for batch messaging but individual messages would require additional admin. Discussions have been taking place across the PCN and agreed that patients will be contacted if they require follow up. GG emphasised the importance of reassurance following a blood test and concern that some may fall through the gaps.

## Workplan

AW has held a couple of meetings with colleagues on the working group to discuss an Alney PPG newsletter and has put together a draft which was shared with the working group for feedback. The draft is now with IP for practice approval. He fed back that, on first look, he was really impressed and it will only require minor changes. GG noted thanks and congratulations to AW.

The group also discussed how the PPG can further help the practice with improvements. AW noted that the reception team are the ones who see most of things going on in the practice and could identify potential improvements - would it be possible to build in

their feedback, e.g. by having a PPG member coming along to a team meeting (just for that slot)?

**ACTION: IP to discuss with the Reception Manager.**

The group discussed an opportunity to introduce the WalkTalkWalk initiative across the practices - there would be some need to iron out details such as first aid and public liability.

**ACTION: IP to talk to Rachel Banfield about taking this forward with the PPG.** JoB would be happy to get involved in this.

The group noted a need to increase PPG membership from Cheltenham Road surgery.

### **Draft Code of Conduct**

The Code has been drafted by PD following a conversation about its importance of having a code with the Chair of Aspen PPG. The Practice logo and a space for a signature and date will be added.

A concern was raised about whether or not the Code of Conduct would make a difference. KH noted that the importance of the document is that it enables us to hold members to account and challenge behaviour that doesn't meet the Code.

GG queried whether the Terms of Reference need to include further detail on membership, e.g. length of membership, the Code of Conduct as a requirement of membership, etc. The group agreed to review the Terms of Reference in the spring.

The Code of Conduct was agreed

**ACTION: PD will circulate to members for signing.**

### **Meeting structure**

As JB was unable to attend, this item will be postponed to the next meeting.

### **Date of next meeting**

Thursday 13 January 2022 by Zoom (shorter catch up meeting)

### **Summary of actions**

1	Carry out a recce of the Highnam car park and review feedback from patients	Geoff
2	Arrange for badges to be collected (GG, AW and JB from Highnam, rest to be collected by PD from Cheltenham Road)	Ilyas
3	Share PPG visual resources, including poster/image for waiting room screens, with AH and IP	Katherine
4	Check receptionist headset volumes	Ilyas / Abby
5	Provide any patient feedback on e-consult to Ilyas	Pamela / Katherine
6	Speak to Reception Manager for a standing item on the team meeting agenda for a PPG member to attend	Ilyas

7	Speak to Rachel Banfield about taking forward the WalkTalkWalk initiative	Ilyas
8	Circulate code of conduct to members for signing	Pamela