

**THE ALNEY PRACTICE – PATIENT PARTICIPATION GROUP (PPG) MEETING –  
1000 ON 21st July 2020**

<b>Present (via Zoom):</b>	<b>Apologies</b>
Pamela Dewick (PD)            Chair Christina Carver (CC) Geoff Gidley (GG) Denise Leach (DL) Rachael Banfield (RB)	Jennifer Taylor (JT)
Ilyas Piperdy (IP)            Practice Manager	

**Item 1.** PD welcomed everyone to this our second Zoom meeting since lockdown was introduced. The meeting invitation had been sent to all members of the PPG and one apology had been received.

**Item 2 - Matters Arising from the Last Meeting**

Email address for Chair – Established. The new generic Alney PPG address is alney.ppgchair@nhs.net

Name Badges - These have been issued to all Practice staff, using first name only, and they should now be wearing them.

**Item 3 - Update on virtual PPG network meeting held on the 17<sup>th</sup> July**

Our good start, despite the restrictions of Covid 19, was noted, and will hopefully encourage others. There was also a discussion on the help available to Carers.

**Item 4 – CCG update - Unavailable**

**Item 5 – Practice Update**

IP reported

- that appointments are all initially by telephone triage, with personal contact following when necessary.
- Many of the clinics, eg diabetes and minor operations, are restarting.
- Face masks. Expectation will be that all patients and staff will wear them, and a reminder will be included in the advance text messages to patients. There will be spare masks available should anyone come without one.
- Highnam site - extension is progressing, although completion was put back because of the lockdown. Now hoping for September. It consists of three new consulting rooms and one treatment room, and the Dispensary is to be moved within the building – a complex task. Overall, it is expected that more staff will be working at the Highnam site.

- Econsult – an on line system that will enable Alney patients to have a 5-10 minute consultation with a GP on line. It will involve a number of diagnostic questions at the beginning of each consultation, to enable the actual discussion to be more focussed. There will normally be a response by the next working day. If it is an urgent matter then the 111 system should be used. Will be available within two months. Other Surgeries such as Aspen and Hadwen are using it successfully. RB has had personal experience, and found it good once she became used to the fairly detailed initial questions.
- CQC inspection report has not yet been offered to us but is available, and IP will send it out.

ACTION IP

### **Item 6 – Alney PPG meeting times.**

Various suggestions made to enable as many people as possible to attend, recognising that people have different demands on their time, and so decided to try Monday mornings, at 10.00, and as a Zoom meeting for the time being. Led to a discussion about whether we needed representation from each site, but decided it would sort itself out over time, and the Practice was trying to minimise the distinction, and foster an “Alney” perspective rather than a “Highnam” or “Cheltenham Road” one. Nevertheless, it was recognised that some people will always identify with one site or the other, and that would be accommodated as far as possible.

### **Item 7. – PPG Terms of Reference (ToR)**

A draft copy has been seen by all staff - no comments received – and by PPG members, who approved it and thought it clear and easy to read. It will now go to the partner’s away day in September, for we need their active knowledge and support.

There is also a need to clarify exactly who wants to be on the PPG, for little or nothing has been heard from a couple of members, maybe for good reasons that we don’t know of, and so PD will explore this with them individually. There was an acknowledgement that the PPG needs people who can commit some time and energy, for there is an important job to do.

ACTION PD

### **Item 8 – Practice Website**

IP was thanked for putting a reference to the PPG on the front page of the website, and he will see if the minutes from our earlier meetings over the last year can be included.

Noted that all suggested changes should go via PD to IP and then for partner approval.

### **Item 9 – Practice Newsletter**

One will be produced and we will include an article explaining what we do (the ToR will help in this regard) and seeking extra members who feel they have something to offer. Considered whether a PPG article should be a routine event.

### **Item 10. - ‘Flu jabs**

IP said that CCG guidance is awaited. Provisional plans are being made, all subject to developments, and the availability of suitable sites and vaccines, possibly using Milestones and Highnam. It was also noted that the age for flu jabs is possibly being lowered to age 50. There was a discussion about whether the PPG could have a stand when the flu jabs take place. One point was that patients will be whizzing through and not

stopping so it might be better to have leaflets to give out. There is an issue here though around the financial implications of producing leaflets

**Item 11 – Any other business.**

Appointments system - GG raised a query about how it was currently operating, which IP has now resolved after discussion with the reception staff. Telephone appointments with a GP are available on the day, subject to availability, and it was clarified that they can be arranged for a time in the next week when that is desired.

**Item 12 – Date of next meeting.**

Monday 28<sup>th</sup> September at 1000, by Zoom