

**THE ALNEY PRACTICE – PATIENT PARTICIPATION GROUP (PPG) MEETING –
1730 ON 16 JAN 20**

Present:	Apologies
Philip Tagg (PT) Practice Manager Pamela Dewick (PD) Geoffrey Gidley (GG) Denise Leach (DL) Jeremy Base (JB) Jennifer Taylor (JT) Ken Newman (KN) Rachael Banfield (RB) HCA	Mark Weaver (MW) Nadia Schneider (NS) Carol Kurylak (CK) Taras Kurylak (TK) Nicky Milligan (NM)
In Attendance: Katherine Holland (KH) Patient and Public Engagement	

1. PT welcomed everyone to the meeting and advised that Megan Birchley had decided to withdraw from the PPG for personal reasons. PT also thanked KH (Patient and Public Engagement, Primary Care and Inclusion, CCG) for finding the time to attend. RB said that she had details of 2 more potential members that she would pass to PT.

Item 1 - Matters Arising from the Last Meeting

2. The minutes from the last meeting were reviewed:

- a. CCG meetings – this is covered within KH's points in Item 2 below.
- b. PPG email addresses – see item 3 below
- c. Role of PPG – see item 2 below.
- d. Email address for PPG Chair – PT has checked with the partners and they are content that we seek an 'nhs.net' email account for the PPG chair. PT will now pursue this through IT services to try and create the email and check governance arrangements.

Action: PT

- e. Terms of reference – see para 3e below.

- f. Newsletter – ongoing.

Action: PT

Item 2 - Katherine Holland

3. KH had attended the meeting to provide members with background on the role of PPGs, how they can help in supporting the practice and the patients, and opportunities for networking. KH covered the following points:

- a. PPG meetings are usually held in the practice with times that vary between day and evening.
- b. Many PPGs have quarterly meetings but tend to meet more frequently in the early days.
- c. Some PPGs have virtual members.

- d. Many practices share feedback (such as 'Friends and Families Test' comments) and complaint details (themes) with the PPG.
- e. Each PPG needs terms of reference and KH will provide some exemplar copies.

Action: KH

- f. Each PPG requires a Chair and there is often an agreed note taker (secretary). See Item 4 below.
- g. PPGs can often assist in recruiting new members.
- h. PPGs are not a forum for members to focus on personal medical issues or agendas. They are normally focussed on 'themes' or spotlighting processes.

4. KH advised that PPG networking meetings are often held at the Churchdown community centre, where members are able to meet and mix with other PPG representatives. These meetings normally take place between 0930 and 1230 and attendance is usually limited to 2 members of each group; however, as we are in the process of re-establishing the PPG it would fine for more to attend the next meeting, which takes place on 14 Feb 20. KH will forward details and provide a link to the CCG website.

Action: KH

5. PD asked if there were any examples of PPG good practice and KH cited the development of The Aspen Centre (Horton Road) where members had taken on roles of directing patients around the building, providing support to carers, partner attendance at meetings, engaging with patients in the waiting rooms, and keeping noticeboards up to date. KH also agreed to provide examples of PPG/patient surveys.

Item 3 – Sharing of Email Addresses

6. The members present agreed that they were content to share their personal email addresses. PT will circulate. Separately, PT will email the other individuals who have not yet attended a meeting to see if they are also willing to share email details.

Action: PT

Item 4 – Election of Chair and Secretary

7. It was agreed unanimously that KD would be Chair for 6 months and that PD would assume the role for the following 6 months. JT said she would be happy to record notes from the meetings.

Item 5 – Merger Background

8. JB had submitted some items for clarification around the merger and specifically around how patients who previously attended the College Yard site had been managed. PT explained the background to the merger and indicated that the impact of closing College Yard had been addressed in the application to the Primary Care Commissioning Board the documentation from which is in the public domain. Particular care had been taken by the former practice manager of College Yard and Highnam to ensure that the concerns of the most vulnerable patients had been addressed. PT also highlighted (and KH confirmed) that 20 months on from the merger there had not been any complaints submitted as a result of the merger. Our patient list size has remained largely unchanged but there is a possibility that when the new surgery at Quayside is complete some of our patients may migrate there.

Item 6 – Appointment Length

9. JB raised a concern about the sign in the waiting that indicated an appointment length of 9 minutes and that only one topic could be discussed. PT agreed to review the sign.

Action: PT

Item 7 – Staff Training

10. JB asked what training practice staff received and PT explained that this was specific to the individual's role and could be face-to-face, through an online provider or through personal interest. He further asked if receptionists could give their names when answering the phone but PT said that this would be unusual and was something that he would not ask them to do (only their first names are on the website). PT did agree that name badges for staff were appropriate and he would arrange their provision.

Action: PT

Item 8 – CQC Inspection

11. JB asked why the CQC inspection had taken place at Highnam and what they were inspecting. PT explained that Highnam is the main (registered) site for The Alney Practice by virtue of it having the dispensary; Cheltenham Road is, therefore, the branch site. The inspection team had chosen to spend the duration of the visit at Highnam. The CQC has 5 key lines of enquiry that they follow when inspecting GP practices:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive?
- Are they well-led?

Item 9 – Next Meeting

12. It was agreed that the next meeting would take place at 1730 on Thursday 20 Feb 20 at Cheltenham Road.

13. The meeting ended at 1930.

P TAGG
Practice Manager