

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

Present:	Apologies
Philip Tagg (PT) Practice Manager Pamela Dewick (PD) Jennifer Taylor (JT) Chris Williams (CW) Christina Carver (CC) Barry Rogers (BR)	Geoffrey Gidley (GG) Jeremy Base (JB) Ken Newman (KN)
In Attendance: Katherine Holland (KH) Patient and Public Engagement	

1. PT welcomed everyone to the meeting and introduced new members, CW, CC and BR. PT checked that new members were happy to share email addresses with the group and all agreed.

Item 1 - Matters Arising from the Last Meeting

2. The minutes from the last meeting were reviewed. PT noted a correction to the minutes – PD had agreed to be Vice Chair for the first six months, rather than agreeing to be Chair for the following six months (see further discussion under Item 2). With this correction, the minutes were agreed.

3. PT also noted that Denise Leach had expressed an interest in being a virtual PPG member. The group agreed that the terms of reference would need to be clear about the role of virtual PPG membership, e.g. in voting rights.

4. The group reviewed the actions and matters arising:

- a. **Email address for PPG Chair** – PT has this in progress and will report at next meeting
Action: PT
- b. **Merger bid and example terms of reference** – KH provided these and they were circulated by email
- c. **Newsletter** – PT circulated this by email. Copies are also available on the website and in waiting rooms
- d. **Appointment length notice** – PT confirmed that these have been taken down subject to review
- e. **Name badges** – yellow name badges (preferred because they are clearer for patients to see) are being sourced.
- f. **CQC Inspection** – PT reported that the CQC inspection that took place in Dec 19 had judged that the practice Requires Improvement (RI) overall based on two of the five Key Lines of Enquiry being rated RI. The practice has contested this and the overall rating has been amended to Good, although ‘Responsiveness’ remains at RI. A follow up inspection on that specific issue will take place within 12 months. KH asked if there is anything that the PPG can do to help on this issue and PT agreed there may be, for discussion once the report is published. He will share the report when available.

Action: PT

Item 2 – Election of Chair and Secretary

5. PT informed the group that KN, who was elected PPG Chair at the last meeting, has had to step back due to illness. PD agreed to step into the role of Chair and this was agreed by the group.

6. JT confirmed she is happy to continue to record the notes of the meeting, as agreed at the previous meeting.

Item 3 – PPG Network Meeting

7. PD reported that she, JB and GG attended the County PPG Network meeting, run by the Clinical Commissioning Group (CCG) on 14th February. KH gave some background to the network meeting and will send a link to the CCG PPG website, which she hopes will include a range of templates for use by PPGs.

Action: KH

8. Discussion/information shared at the network meeting included:

- Appointment of a Data Protection Officer for primary care – PT has met with her
- Healthwatch Gloucestershire has a camper van that can be used for public engagement around the county
- Presentations were received from Inclusion Gloucestershire (<https://www.inclusiongloucestershire.co.uk/>) and the Consultation Institute (<https://www.consultationinstitute.org/>)
- The national GP Patient Survey is now live. PT confirmed this is centrally run – not by practices – and a random sample. Results are expected in July
- Jo White from the CCG gave an update on phlebotomy services. Patients should now be able to access results online (this is already possible to Alney Practice patients through Patient Access). A review of phlebotomy services is underway to move towards consistency of service and funding across the county (rural and urban areas) and PT confirmed the practice has seen a draft specification. KH will share a link to the survey for those who have accessed phlebotomy services in the last six months.

Action: KH

- PD has been invited to visit Fairford PPG to learn more about their patient engagement, e.g. through community cafes.
- Primary Care Networks (PCNs) – which are groups of practices – will be able to access funding for specific posts, including prescribing pharmacists. Alney Practice has Richard Geeler in post and he is in the process of qualifying to be able to prescribe. Other potential posts include a paramedic (to carry out home visits, freeing up GPs), physiotherapist, mental health nurse and social prescribing link worker. Anna Rae-Jones has been appointed as Alney Practice's social prescribing link worker for 16.5 hours a week and started this week.

9. The next County PPG Network meetings are on 24th April and 17th July. Normally places are limited per PPG but, as we are in our early stages of formation, more members can attend.

Item 4 – Terms of Reference

10. KH had shared some example terms of reference for consideration. All agreed it is appropriate to use good examples rather than start from scratch.

11. PT would like to take the terms of reference to the partners' away day on 27th March and suggested that the group could go through them on a screen at the next meeting. This requires all group members to send their thoughts on the important points from the examples to PT by 13th March.

Action: All

Item 5 – Any other business

12. CW raised a query about continuity of care and the importance of seeing the same GP for ongoing conditions. PT acknowledged the importance of this. He explained that no GPs in the practice work full time and so there can be a wait if a patient wants to see a particular GP. However, full history notes are accessible to each GP.

13. CC asked for an update on the text message reminder system. PT confirmed that this was suspended due to technical issues but that a new system is in place and will be introduced soon. PT will provide an update at the next meeting.

Action: PT

14. PT informed the group that the Friends & Family Test can now be completed on the practice website.

Item 6 – Next Meeting

15. It was agreed that the next meeting would take place at 1730 on Thursday 19 Mar 20 at Cheltenham Road. The focus of this meeting will be to agree the terms of reference.

16. The meeting ended at 1830.

J TAYLOR
22 FEB 20