

24 Oct 19

THE ALNEY PRACTICE – PRACTICE PARTICIPATION GROUP (PPG) MEETING – 1730 ON 24 OCT 19

Present:	Apologies
Philip Tagg (PT) Practice Manager Pamela Dewick (PD) Geoffrey Gidley (GG) Denise Leach (DL)	Katherine Holland (KH) CCG Mark Weaver (MW) Nadia Schneider (NS) Carol Kurylat (CK) Taras Kurylat (TK) Nicky Milligan (NM) Jeremy Base (JB) Jennifer Taylor (JT) Megan Birchley (MB) Ken Newman (KN) Rachael Banfield (RB) HCA Assistant

1. PT welcomed attendees to the meeting and thanked them for coming along. PT had received a number of apologies but those attending today were those who were unable to attend the first meeting. As a result, all those who had expressed an interest in developing the PPG had now been able to attend a meeting. PD said that attending PPG meetings may occasionally be difficult, but it was agreed that it will be difficult to set dates and times that suit every member on every occasion.

2. **CCG Meetings.** There was discussion around CCG meetings that were run for all Gloucestershire PPGs, normally at Churchdown community centre. These have been attended in the past by PD and KN but interest in future attendance was expressed by both GG and DL. GG and DL agreed that PT could share their email addresses with PD so that she could advise future events when she is notified.

3. **Primary Care Network (PCN)** – PT outlined the developing role of PCNs in the delivery of primary care and confirmed that the North South Gloucester PCN comprised The Alney Practice, Hucclecote, Longlevens, Brockworth and Churchdown Surgeries. Further background had been provided in the notes from the previous meeting.

4. Role of PPG:

- There was some discussion around the number of patients failing to attend for appointment (DNAs) but there were no magic bullets about how the number might be reduced in the future. PD suggested that members of the PPG could make themselves available in our waiting rooms to speak with patients and gain feedback on their experiences with the Practice and it was agreed that this was a good idea.
- There was also discussion around the creation of a PPG email address to facilitate patient contact with them but this would need to be managed by a member or members of the PPG.
- PD asked if there is an exemplar model for the construct and running of a PPG. It was agreed that she would approach Becky Parrish (CCG) to pursue this.
- It was also agreed that a Newsletter would be useful and PT agreed to identify some appropriate topics and prepare one.

5. Although it had been agreed at the previous meeting that meetings should be quarterly, it was felt that a meeting in Jan 20 would be useful and begin the quarterly cycle then. PT will check availability of a CCG rep for January and notify a date in due course.

P TAGG
Practice Manager