

Alney Practice Patient Participation Group
21st May 2021, 10am - 11.30am

Meeting Notes

Attending

Ilyas Piperdy (Alney Practice Manager)
Katherine Holland (Gloucestershire CCG)
Pamela Dewick (Chair)
Geoff Gidley
Jennifer Taylor
Christine Carver
Jeremy Base

Apologies

Audrey Webber
Denise Leach
Lesley Williams
Sue McClung
Heather Kerr
Terry Flowers

Matters Arising

Highnam car park – extension complete but work outstanding in car park. Dr Delhanty liaising with contractors, expected to be completed in the next couple of months. Team aware that this is an issue.

Christine requested that the PPG's concerns about car park are recorded and PPG will keep this on the agenda. Katherine raised PPG's concerns at last CCG Premises Development Group meeting.

Action: Ilyas to chase Dr Delhanty for an update to be shared with the PPG

Jeremy followed up an action from previous meeting to get feedback from surgeries who are using e-consult about what they do for those who are not online. Katherine not aware of any practices who only use e-consult without the additional option to call or pop in.

Action: Katherine to raise with PPG Network and feed back

Practice Update

Staffing:

- Assistant Practice Manager, Rachel Butt-Whitmore, has now left. Ilyas shortlisting and will interview on 10th June – high caliber candidates
- Veronica (phlebotomist) is leaving this week. Kerrie-Anne will be joining on 1st June – coming from phlebotomy bank shifts at Gloucester Royal
- Restructure – led to bringing in lead administrator from 10th May. Carol Goodwin has re-joined the business
- Increase in dispensary activity – considering OTC sales counter and delivery service. This would require an additional receptionist role to cover as a member of the reception team may move over to the dispensary

Action: Ilyas to provide a staff structure for PPG information and to display in waiting rooms

- Covid vaccines – PCN central team now searching through all patient lists and managing invites and bookings – continuing to receive very positive feedback
- Jeremy raised an issue booking vaccination due to link not working on some smartphones, resolved by booking manually via the surgery – Ilyas to consider adapting the practice telephone message to allow for this
- Milestones School has been booked for flu jabs at the end of Sept – awaiting further guidance about how this will be rolled out with Covid vaccination. PPG welcome to support with volunteering and opportunity to promote the PPG with a stand/table. Katherine working on some generic materials to support use by PPGs at this sort of event.

Telephone & Appointment System

Geoff raised this issue as he is confused by the process for routine appointments – he called and was told there weren't any and to call back at 8.30 the following day – but this does not seem sensible as that's when it's busiest. Pamela and Jennifer agreed that this does happen and Jennifer added an example of a GP not being able to book a review appointment in a month's time, requiring her to phone back on a specific date to be able to get the required date.

Christina suggested that increased availability of routine appointments on Patient Access would help to relieve pressure on the phone lines.

Action: Ilyas to feed back to partners in business meeting to discuss solutions and will then feedback to the PPG. PPG would like to review and help with improving this

Ilyas speaking to potential telephone system providers. He needs to do a lot of contractual work to deliver a new system but there will be benefits, e.g. EMIS integration.

Pamela suggested the functionality to inform callers where they are in the queue.

PPG would be happy to support, e.g. with testing/demos.

PPG Development Session

Katherine suggested a dedicated session – get to know each other, PPG objectives and work plan – Katherine to offer facilitation so that the chair can take part.

Following a discussion it was agreed that this will take place without the practice but we will meet shortly before the next formal meeting to feed back. **The session will take place on Tuesday 15th June at 2.30pm by video conference.**

Confidentiality agreements still outstanding for 7 members – should they remain associate members? Need to consider what this role entails during development session.

Date of Next Meeting

Friday 9th July at 10am.