

Alney Practice PPG Meeting Minutes
12th October 2021

Attending

Pamela Dewick - Chair	Geoff Gidley
Audrey Webber	Karen Preece
Terry Flowers	Ilyas Piperdy - Practice Manager
Abby House - Assistant Practice Manager	
Katherine Holland - NHS Gloucestershire Clinical Commissioning Group	

Apologies

Jennifer Taylor	Jeremy Base
Christina Carver	Pam Cashmore
Denise Leach	

Notes of the last meeting

Highnam car park - completed with the exception of white lines but these were due to be marked imminently.

Action: GG agreed to carry out a recce and review feedback from patients.

Practice update - Abby House & Ilyas Piperdy

- Phone lines will switch over from Tuesday 19th October - will have call queuing system and patients should not be cut off. Receptionists will be able to see queue and reports will help to inform reception rotas
- The telephone numbers will not change and will both be diverted to the same queuing system
- From November, a mixture of face to face and telephone appointments will be available for both routine and urgent appointments. Appointments should be available up to 8 weeks in advance now. Receptionists will have clear guidance from clinical staff - agreed by GPs and nursing team - on what will determine face to face/telephone and routine/urgent. Face to face routine appointments have been available following telephone triage but capacity has been limited; the new approach should address this
- KP flagged that patients are still being told to ring back when more appointments are released at 8.30am the next day. IP confirmed this should not be happening and AH noted that further training is going to be provided

Action: AH to highlight changes to appointment system on website and Facebook page.

- GG noted how helpful the receptionist team have been when he has contacted them in recent months.
- Covid clinics continuing on Fri, Sat, Sun depending on demand and vaccine availability. All five practices have had flu vaccine deliveries and these have been transported to the vaccination centre. Alney Practice has kept some vaccine back to allow opportunistic flu jabs during appointments. Care homes and housebound patients in progress.

Action: IP to add update on flu jabs and Covid boosters on practice website.

- GG asked if there is any intention of restarting the practice newsletter. AH noted there is limited capacity to do this and suggested this may be something for the PPG to take on, with practice sign off. KH flagged that this differs from PPG to PPG so it would be for the group to consider - even if the PPG took this on, there would need to be a commitment from the practice to provide the information.
Action: GG, AW, KP, PD and KH to meet to explore how this could work - AW will lead. KH will share some examples from other PPGs.
- GG also asked if there is a plan to have a noticeboard at Highnam and if there could be some information about the PPG at both sites.
Action: IP to check with the partners on their view. KH to share PPG resources, including poster/image for screen, with AH and IP.

Workplan

KH introduced the workplan, which is already underway by the group and captured in the document circulated. The key thing will be for members to take ownership for the actions in the plan.

Access (telephones, appointments system, etc.) and communications and engagement appear to be the main priorities. The former has been taken on by the Practice but the PPG will have a role in reviewing the effectiveness of improvements and providing ongoing qualitative feedback.

Part of the discussion on communications should be how we reach other patients and how they can share their feedback. AW suggested that the Highnam coffee morning is a good opportunity to get feedback on the phone system - practice staff / Rachel (social prescriber) would be welcome. Another PPG has set up a “walk and talk” to gain feedback but also to benefit wellbeing. Other opportunities to get feedback could include asking questions in the car park (waiting room not possible at the moment) in between the annual national survey.

IP confirmed the practice’s ambition for the PPG is to improve the patient experience. He thanked the PPG for the contribution it has already made to improvements such as the phone line and Highnam car park.

Structure of the meeting

Issue raised by JB - it will be discussed in detail when he is next able to attend but PD described his concern that PPG meetings are not structured enough. PD believes we should be focusing on delivering actions, rather than spending too much time on structure - this was agreed by those present - but would like us to introduce a code of conduct.

Action: PD and KH to draft a code of conduct for discussion

The group also agreed that notes of the meeting should be clear, succinct and focus on actions.

Date of next meeting

Thursday 25th November, 10am-12noon at Sanger House, 5220 Valiant Court, Gloucester Business Park, Brockworth, GL3 4FE - (Also available on Zoom)

Summary of actions

1.	Carry out a recce of the Highnam car park and review feedback from patients	Geoff
2.	Highlight changes to the appointment system on website and Facebook page	Abby
3.	Add update on flu jabs and Covid boosters to practice website	Ilyas
4.	Arrange to meet with GG, KP, PD and KH to explore how a PPG-led newsletter and other communications opportunities could work	Audrey
5.	Share examples of other PPGs' newsletters	Katherine
6.	Check with the partners on their view about a noticeboard in Highnam	Ilyas
7.	Share PPG resources, including poster/image for screen, with AH and IP	Katherine
8.	Draft a code of conduct for discussion	Pamela & Katherine