

Alney Practice Patient Participation Group (PPG)
Thursday 13th January 2022

Meeting Minutes

Attendees

Pamela Dewick (Chair) PD
Audrey Webber AW
Denise Leach DL
Karen Preece KP
Jo Badham JBd
Terry Flowers TF
Ilyas Picardy (Practice Manager) IP
Abby House (Assistant Practice Manager) AH

Apologies:

Geoff Gidley GG
Jeremy Base JBs
Jennifer Taylor JT
Caroline Smith (NHS Clinical Commissioning Group) CS

Pamela welcomed everyone to the meeting and noted apologies as above. The group discussed potential to increase membership, particularly from Cheltenham Road. Whilst the group has tried to remain focused to a maximum of 12 members, it may be necessary to increase this to allow for apologies.

1. Actions from the last meeting

- Geoff has completed the recce of Highnam car park and provided a report - to be picked up on the agenda.
- Agreed active PPG members can be given their ID badge as and when they are carrying out work, such as surveys. PD will keep hold of the badges in between activity.
- CS from the CCG is still sourcing support for the PPG following Katherine Holland's departure.
- IP confirmed that the receptionist headset volumes have been checked. There have been no further issues reported.
- IP has spoken to the reception manager regarding a PPG member attending a Reception team meeting. She has agreed to a 10-20 minute slot. IP will inform PD of the next date.
- The Code of Conduct has been circulated to members for signing.
- From March, the prescription ordering telephone line will be stopping. This is a CCG decision. Patients who use the service will need to find alternative methods to order repeat prescriptions.

Action: IP to share more information about the prescription ordering line closure

2. Practice update - AH/IP

- Recent receptionist interviews were successful - experienced appointments so should get up to speed quickly.
- Two of the Practice nurses are reducing their hours from April so the practice will be interviewing for a new Practice Nurse next Wednesday.
- Also recruiting a new part time medical secretary (additional post, not a replacement) to assist with workload.

- Covid boosters ongoing - clinics throughout January-March but on a smaller scale which means practice staff are likely to have more capacity. Estimated number of eligible surgery patients who haven't had their booster is just under 3,000.
- CCG have said that chronic disease reviews, e.g. diabetes or asthma reviews, are to be treated as non-urgent and to be paused whilst the vaccination programme is a priority. Alney Practice intends to catch up with these in April. If someone's condition is deteriorating, they should still contact the practice for an appointment. If someone has not had a review for a long time, e.g. since before Covid, the practice will try to prioritise them.

3. Workplan Update - AW

Four goals, the first being to be a highly effective, successful PPG for the Alney Practice. Progress is already being made against the actions, although we may wish to keep working on increasing numbers, whilst focusing on quality over quantity / people who want to actively engage.

Second goal - to communicate and engage with patients and staff at all sites of the Alney Practice. Really good progress here - website updates, Facebook page and quarterly newsletter. AW is working on the next edition, which she would like to cover the telephone and data, e.g. on calls answered.

IP thanked AW for her work on the newsletter, which was really well received, including by partners. AW suggested the newsletter could include a spotlight on a member of staff, starting with IP.

Covid is curbing some of our activities and some actions on the workplan, e.g. reviewing patient insight data, complaints, compliments and comments, may need to be our next priorities in the next quarter. AW suggested that the PPG could review complaints and look to recommend improvements where we identify themes and provide a patient voice to the response. IP was supportive of this suggestion but suggested some trend data could be most useful.

IP reported that last year, the practice had 21 formal complaints in total. Most informal complaints related to the phone lines.

IP also suggested that the PPG could play a role in a patient survey, which hasn't been done for a while. The PPG could help to analyse the results and develop actions emerging from it. A staff survey was also suggested.

Action: JBd will coordinate a small working group to develop a draft survey

Third goal - to support Alney Practice to provide a positive patient experience of accessing services provided by the practice. Work has already progressed with the car park, telephones, etc. so the PPG will just need to keep their eye on these. There is an action on the accessibility of Cheltenham Road but the specific issue is not clear. This possibly relates to car parking, which is an ongoing challenge. Some parking is taken up by staff and one suggestion may be an arrangement with the university. IP noted that appointment times are being scheduled to manage congestion at the surgery.

Fourth goal - to support Alney Practice to care for patients, including how the PPG can support the social prescriber. AW suggested that we could invite Rachel to the next meeting to talk about opportunities, e.g. walk talk walk and community garden.

Action: PD to invite Rachel to the next PPG meeting.

4. Code of Conduct

All members except one have returned a signed Code of Conduct - the group was uncertain if this member is able to engage with the group, particularly when meeting virtually. Agreed to offer to send a hard copy and ask for it to be returned within 14 days should this member wish to take part when the PPG returns to face to face meetings.

Post Meeting Note: The member had emailed PD during the meeting to say it is not possible at this current time to give time to the committee. He also said that if, in the future the situation changes in regards to Covid and meetings go back to normal, he would still be interested.

The group agreed members should provide PD with our phone numbers/address for contact purposes.

Action: All members to share phone numbers and addresses with PD

5. Highnam Brief Patient Survey Report

GG was unable to make the meeting but his report noted that, even though there are extra parking spaces, some people are choosing to park in the lane still.

IP noted that some patients still didn't know about the car park and phone line improvements so next time a big change is introduced it may be helpful to send out a batch text.

Any Other Business

DW asked for clarification on the new Quayside building and whether this has replaced the Eastgate House site for out of hours/walk in treatment, as well as how someone would access it. AH confirmed that this is now the site of the Gloucester Health Access Centre. They have a direct line phone number or you can get an appointment there by calling 111.

PD and AW suggested this is the sort of thing that could go in the newsletter, i.e. information that makes life easier for patients. IP/AH will provide some information on what sorts of things you would use the Health Access Centre for.

Date of Next Meeting

Thursday 3rd March, 10am, MS Teams

Summary of Outstanding Actions

1	Share PPG visual resources, including poster/image for waiting room screens, with AH and IP	Katherine
2	Provide any patient feedback on e-consult to Ilyas	Pamela / Katherine

3	Speak to Rachel Banfield about taking forward the WalkTalkWalk initiative and invite to next PPG meeting	Ilyas / Pamela
4	Share more information about the prescription ordering line closure	Ilyas / Abby
5	Coordinate a small working group to develop a draft survey	Jo
6	Share phone numbers and addresses with Pamela	ALL