

**Alney Practice Patient Participation Group
Tuesday 6 September 2022**

Meeting Minutes

Attendees

Ilyas Piperdy	Geoff Gidley
Chloe-Ann Renouf-Baldwin	Jan Edgeworth
Rachel Merritt (first item only)	Jeremy Base
Pam Cashmore	Jennifer Taylor
Rachael Banfield	Terry Flowers
Pamela Dewick (Chair)	

Apologies

Denise Leach	Bill Badham
Karen Preece	Kevin Arrowsmith

Pamela welcomed everyone to the meeting, including new PPG member, Jan Edgeworth.

New Enhanced Access Model and PCN Update

Rachel Merritt introduced herself as the Primary Care Network (PCN) Business Manager. Amongst other things, the PCN is responsible for the new Enhanced Access contract, which replaces two existing contracts: Improved Access and Extended Hours. The contract relates to services outside of the usual 8am-6.30pm surgery times, i.e. mornings, evenings and Saturdays.

The new contract starts on 1st October and will provide an additional 52 hours of appointments each week across the network. The appointments will be offered Monday to Friday, 7am to 8am and 6:30pm till 8pm in the evening and on Saturday 9am till 1pm. A centralised service will be provided for Gloucester between 1pm and 5pm on Saturday. The difference with the previous contract is that patients will be offered these appointments at surgeries across the network, not just Alney Practice, widening availability.

Monday to Friday appointments will be a mixture of routine and urgent appointments, booked the usual way. On Saturday, specialist services will be offered, including additional minor operations, women's health, ear, nose and throat and skin appointments.

Appointments during extended hours are very popular at the moment, with 95% taken up. The PCN is also looking a cancer screening and, following patient feedback, see Saturday appointments as helpful in increasing attendance for cervical screening.

If PPG members have any further questions, they can reach Rachel via Ilyas or Chloe-Ann.

Actions from the previous meeting

- Pamela will be following up with Caroline Smith on her actions when they meet in a couple of weeks
- Ilyas confirmed receptionists are encouraging patients to complete the Friends & Family test and the Practice will be uploading the results as part of their contract. Once this is done, Ilyas will share with the PPG

- Ilyas and Pamela followed up with the three new recruits and Jan has joined this meeting
- The replacement repeat prescription post box will be fitted on 13th September.

Practice Update - Ilyas

Ilyas introduced the new Deputy Practice Manager, Chloe-Ann Renouf-Baldwin, who started in August. There were three internal candidates for the Reception Team Leader post and all performed well, the Partners will be making a decision shortly.

Covid booster and flu vaccination clinics will be taking place at Milestone School on three Sundays (Saturdays were not available) and preparations are in hand. The clinic dates are 2nd October (fully booked), 16th October (nearly fully booked) and 13th November. Ilyas agreed that a PPG table could be in place for all three dates. It is likely that some flu jabs will also be available in the surgery. Jeremy asked if masks would be required and Ilyas confirmed patients would be asked to wear them.

Prescription ordering line closed for a couple of months now and those who were still using it will have found alternative options. Chloe confirmed that there has been a significant increase in prescription ordering through the website. Pharmacies have also asked for more information on how to order and they have been advised: website, email address or phone (outside of busy hours). Ilyas noted that the Patient Access app can also be used.

Community Pharmacy Consultation Scheme – following Ilyas's previous update, the practice is waiting to go live when a receptionist lead has been appointed. Feedback from other practices is mixed – some have seen patients referred back by the pharmacy to the practice. Alney Practice will keep it under review and look to build the scheme with specific pharmacies who are particularly supportive of the approach.

Ilyas noted that he raised the issue of callers being cut off at position 3 or closer with the phone company and they need the specific details of the

Rachael Banfield Update

Walk Talk Walk is going from strength to strength, with very positive feedback from participants, including those who have been isolating during Covid. Terry has been supporting by looking after those who walk at the back. Vicky, the Social Prescriber at Longlevens Surgery, has designed a logo and they will be growing the Facebook presence. Rachael has also been asked to roll out to other surgeries.

Text message invitations are proving to be a good encouragement for attendance. Some issues have been raised

The Active Practice Award is nearly there. One focus is on moving away from staff biscuits and cakes being readily available and replaced with fruit. Dr Stanbury will be leading a walk for staff on Leckhampton Hill and a range of £5K walks will be promoted. Staff are also using stand up desks – and a regular reminder to use them!

Wellbeing Promotion Boards will be put up in the surgeries. This will display information on a range of wellbeing activities, e.g. Stronger for Longer – movement, stability and mobilisation classes.

Workplan Feedback

A number of PPG members are looking at the workplans of other PPGs around the county. Jeremy and Karen have provided an update on what they've found and other PPG members will follow up for a discussion at the next meeting.

Ilyas asked for the PPG's thoughts on how we progress the newsletter now that Audrey has stepped down from the PPG. There are some capacity issues to take this on amongst staff but Ilyas suggested that it could be combined with the quarterly staff newsletter. Ilyas and Chloe can pick this up and work with the PPG to include an update. Geoff raised the issue that the last newsletter wouldn't open on his Android phone – Ilyas will look into this and see what format was used.

We have held off on the patient questionnaire while the national GP survey was being carried out. However, as a next step, Geoff and Jeremy would be interested in helping to review examples of questionnaires to form one for Alney PPG.

The ICB (formerly the CCG) will be interviewing for Katherine Holland's replacement shortly, which will mean we'll have more support from the ICB.

Text Messaging Service

Jeremy shared some feedback on the practice's text messaging service (detailed in an email to PPG members).

Ilyas noted that links in text messages will only work on smartphones which can access the internet – this will mean that a small number of patients will not be able to access those links through this method. In this situation, Ilyas would encourage those patients to call in for advice and information on the text.

He confirmed that text messaging wouldn't be the only way to communicate with patients. Where there is essential communication that must reach patients, letters can be used as a last resort. Terry suggested that a small number of printed newsletters could be provided in both waiting rooms.

Any Other Business

Rachael is running the London Marathon this year, raising money for Parkinson's. The link for donations will be added to the Facebook page shortly and any donations would be welcomed.

Date of Next Meeting

Tuesday 1st November, 5pm-6.30pm, hybrid meeting – Cheltenham Road and online

Summary of Outstanding Actions

1	Caroline to send link to Healthwatch report on contacting practices remotely and the link to the current consultation on the ICB priorities to Pamela	Caroline
2	Ilyas to share Friends and Family test feedback with the PPG	Ilyas

3	Ilyas to let Pamela know if any PPG help with Covid/flu vaccination clinics is needed	Ilyas
4	Pamela and Ilyas to meet to discuss opportunities for the PPG to support the practice through its workplan. Pamela to review other PPGs' activity for ideas	Pamela & Ilyas