

Alney Practice Patient Participation Group

Wednesday 1st November 2023. 4.30pm - 6.00pm

Attending

Pamela Dewick (Chair	Denise Leach	Nadia Schneider
Ilyas Piperdy (Practice Manager	Kevin Arrowsmith	Terry Flowers
Chloe-Ann Renouf-Baldwin (Assistant Practice Manager)		Janet Edgeworth
Caroline Osborne (Practice Social Prescriber)		John Weygang
Dawn Walsh		

Apologies

Geoff Gidley
Caroline Smith (NHS ICB)

Members Update

Bill Badham has resigned from the group as his counsellor duties now leave him with little time for anything else

Notes from last meeting

- Complaints: IP advised that a complaint had come in whilst he was recently on annual leave. The nature of the complaint was explained to the Group and what the Practice plans to do. An investigation is needed, with no outcome at present.
- Chloe explained the new complaints acknowledgment template and how this works. She advised that complaints procedure will be available in the waiting rooms and website.
- **Action:** Complaints to be kept as a standing order on the agenda.
- The Gardener has been to Cheltenham Road Site since the last meeting. IP explained that he will contact the gardener 3-4 times a year. This is sufficient as the site does not have a 'garden' to maintain CRS. It is mainly keeping the site clean and tidy
- **Action:** IP to check with the insurance to see if we are covered for staff / volunteers (e.g., COVID clinics, gardening at CRS etc). PPG members have offered to help with the gardening at CRS to save the practice manager etc (KA & TF mainly), The offer was much appreciated by IP and CARB.

Practice Update:

- 3 new receptionists hired and currently in training.
- Successful interview for new HCA/Phlebotomy, starting 27th November.
- Nurses: Imogen / Julie / Layla / Pam / Demi / Samira. At the moment we have a bank nurse called Jo who is covering some annual leave.

- Call room is going to be created for the telephones; this will mean that all telephones in reception will be in a separate room. We are mainly doing this to avoid distractions and hopefully to improve the waiting times on the phones for patients.
 - The practice has a PLT meeting on 7th November - the surgery will be closed for this.
 - Waiting rooms are being updated.
 - Friends and Family questionnaires are being sent to patients 24 hours after they have attended their appointment.
- **Reception staff informing patients of the location of their appointment:** IP explained that this has been actioned, staff have been told. Text message template has been changed to make the location clearer in the appointment reminder. PD explained that she has experienced reception staff not informing the location site, all agreed that this comes with self-responsibility from staff.

Out of hours information -

CARB explained that this is explained on the telephone message.

Action: to look and see if this is available via the website.

Test results procedure -

Action: to make clear / check with the doctors at the surgery and follow up at the next PPG meeting

Caroline O - new social prescriber, introduced herself to the group and explained a bit about her background. Also explained that she will be on a few of the 'Walk,Talk,Walk but not all of them. PD has asked CO to look into distributing PPG leaflets to libraries, community centres etc.

COVID clinics - 1st clinic went smoothly. 2nd clinic felt a little busier. Longer waits etc? CARB explained that there have been no complaints about this clinic. CARB explained that we had 1 complaint yesterday, but it was a patient error by attending at the wrong appointment time. 3rd clinic went ok and well run. PPG would like to have more involvement next year with labels / doors / car park etc.

Friends and Family Test: they are being submitted this month. CARB also explained the patients will be receiving a text message with a link to this after appointments.

Feedback from Friends and Family Test October 2023:

Q1 How likely are you to recommend our GP practice to friends and families if they needed similar care or treatment (158 forms completed)

Extremely Likely - 75
Likely - 48
Neither - 17
Unlikely - 6
Extremely Unlikely - 10
Don't know - 2

Waiting room update; Assistant practice manager and reception manager are updating the waiting room. 2 boards are currently done, the rest of them are to be done by next week. Board topics: Monthly updated, cervical screening, contraception, women's health, new-borns, children, pre-school, school, parents, carers, GDASS, CQC & General Practice. PPG posters/leaflets are still up in the waiting room.

Action: CARB is going to see if we can get any more notice boards put up at Highnam.

Date of Next Meeting:

Thursday 25th January 4:30 - 6.00pm

JE asked if it was possible to have this meeting at Highnam? PD to look into it. It may mean that some will need to join using TEAMS

ACTIONS

- Complaints to be kept as a standing order on the agenda.
- IP to check with the insurance to see if we are covered for staff / volunteers (e.g., COVID clinics, gardening at CRS etc).
- to look and see if out of hours information is available via the website
- to make clear / check with the doctors at the surgery and follow up at the next PPG meeting
- CARB to see if we can get any more notice boards put up at Highnam.