

**Alney Practice Patient Participation Group  
Thursday 3rd March 2022**

**Meeting Minutes**

**Attendees**

Pamela Dewick (Chair)  
Geoff Gidley  
Audrey Webber  
Karen Preece  
Terry Flowers  
Rachael Banfield  
Ilyas Piperdy  
Carolina Smith (GCCG)

**Apologies:**

Jennifer Taylor  
Jo Badham  
Pat Cashmore

Pamela welcomed everyone to the meeting. She informed the group that Jeremy Base has asked to step back from the PPG for a while for personal reasons. He would like to continue to receive information regarding the PPG and the group agreed that the minutes are put on the web site so he will be able to see them if he wants to.

**Minutes of the last meeting**

The group reviewed the minutes of the last meeting. All actions were complete/underway and feedback was incorporated in the agenda for this meeting.

CS clarified that two practices have moved in to the new surgery at Quayside - Gloucester City Health Centre (which is now called Severnside Medical Practice) and Gloucester Health Access Centre. This includes the walk in facility, which patients can continue to use alongside the 111 service.

Gloucestershire has been very successful in attracting additional funding for diagnostic services and there will be a new community diagnostic facility in the other part of Quayside House in the future.

**Rachael Banfield - Social Prescribing**

RB described her role - when a GP sees someone, instead of / as well as offering medication, they can refer to RB, who finds out what matters to the patient. She can signpost to community groups and social group to help with loneliness, isolation, low level depression, mental health problems, all sorts. It is a non medical role that uses the community to help that person be the best person that they can be.

RB is trying to set up a Walk Talk Walk group, already running at the Aspen Centre. The Ramblers Association provides training, insurance and resources for a fee of £1,000 (across the PCN) but RB needs volunteers to train as walk leaders, particularly in Gloucester. Walks are for 30 minutes at gentle pace to allow talking. RB already has insurance to take out 12 people so is proposing getting started on Wednesday afternoons until the Ramblers Association scheme starts. She will need two other volunteers to support her with this.

The group discussed possible routes, parking options, frequency and volunteer recruitment, e.g. from those who volunteered at the vaccination centre or through the practice newsletter. This would allow new groups, such as craft groups, mens sheds, etc., to be set up.

RB is also discussing the Active Practice Charter with Dr Stow, which gets the staff and patients more active in and outside the surgery. CS suggested linking up with Kevin Gannaway-Pitts who has lots of experience.

TF and PD expressed an interest in helping get the walk started. There may even be an opportunity to encourage GPs to join in when they can! The group agreed that a first 'pilot' walk will take place at Plock Court on Wednesday 6th April. AW offered to assist with publicity. IP will investigate implications for insurance.

RB also noted that Alney Practice is partnered with Plock Court Parkrun - GPs can refer patients to take part.

### **Update from GCCG - Caroline Smith**

CS has looked in to feedback on e-consult - it is very mixed, with some patients really liking it and others not. Different practices do use it differently so it may depend on the way specific practices use it as to whether patients are happy.

Healthwatch did some work contacting your practice remotely and CS will circulate the link to the report. The results of the latest GP survey will be published in July and will include questions on this topic.

CS gave a brief update on the new Integrated Care System. The CCG will cease to exist in July and will become the Integrated Care Board (ICB), called NHS Gloucestershire. They are currently engaging with people on what they want to see the organisation focusing on. CS will email the link to this consultation.

### **Practice Update - Ilyas Piperdy**

IP confirmed that currently partners are not planning to progress with e-consult but will keep this under review.

Improvements to the reception/telephone booking processes seem to be going well on the whole. The group discussed the volume of email traffic, which is about 40-60 emails on a Monday and 20-25 each day for the rest of the week, mostly patients requesting test results, online service requests or sick notes. The majority can be dealt with by reception staff. Messages sent via the website are dealt with by the Reception Manager.

### **Staffing**

The PCN has appointed a new Care Coordinator. This role will be working on a 'virtual whiteboard' project to give visibility of patients on the palliative care pathway, where they are in their care, what matters to them, etc. She will also be working closely with RB and the frailty nurses.

A new phlebotomist, Sarah, has joined the team. Kerry-Ann will be staying on as bank staff. Two new receptions, Charlotte and Kirsty, have joined the team and there is still one further vacancy. Sandy has also joined as a new secretary - this is a new post to increase capacity to be more in line with other practices. Imogen will start as a practice nurse in May. She brings lots of experience and is a prescribing nurse which the practice hopes to utilise once she has settled in. It is likely that there will be pressure on nurse capacity during April. The practice has also taken on a student nurse, Jade, from the University of Gloucestershire for

15 weeks, working closely with Julie Hewitt Stubbs - this is a good opportunity to attract future staff, which has worked well with GPs in the past.

The PCN has also recruited four paramedics to work with practices on a rotational basis. They are employed by SWAST but will support GPs with things like home visits, triage clinics, etc.

### Other Updates

The practice has introduced a delivery service from the dispensary. This is not being advertised widely at the moment, but is focused on a small number of housebound patients.

Funding for new equipment is expected. The practice will be getting a new ECG machine and a couple of new dermatoscopes.

Early planning for autumn/winter vaccination has started. Covid jabs likely to come back to the practice and could be coordinated alongside flu jabs. IP will share further information once further details are known.

The prescription ordering line will be ending at the end of March, except for ordering of appliances. This will be communicated on the phone line, Facebook and website and regular users may be contacted directly. There are lots of ways to order repeat prescriptions but the practice wants to discourage phone calls. In exceptional circumstances, the practice can add a note to a patient's record to say they can order by phone.

In response to a question about batch text messaging, IP informed the group that of 12,000 patients, 10,200 have a mobile number on their record. However, some have opted out of receiving text messages so IP estimates between 9,000 and 10,000 receive the messages.

### **PPG Workplan**

IP will ensure that a text message goes out to patients alerting them to the next newsletter. He is liaising with AW regarding newsletter content, including the staff profile.

The group working on the survey has met and will update at the next PPG meeting.

The issue of space in the reception area at Cheltenham Road was raised by GG and discussed. Alterations would be costly and disruptive due to the nature of the building. PD asked IP to take the PPG's report on this to the partners, acknowledging that this may be a longer term issue to address. IP noted that discussion are ongoing with Estates regarding the property but that there is no firm plan at this stage.

### **Date of Next Meeting**

**Tuesday 3rd May 2022, 10am, Teams**

**Thursday 7th July 2022, 10am (provisional date)**

The group agreed to alternate the meeting day to enable people who can't make a specific day to attend. Meetings will be eight weeks apart but IP will share an interim practice update for PD to cascade.

### **Summary of Outstanding Actions**

1	Caroline to connect Rachael with Kevin Gannaway-Pitts	Caroline
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2	Rachael to run a 'pilot' walk at Plock Court on Wednesday 6th April with assistance from Terry and Pamela. Audrey will assist with publicity	Rachael, Terry, Pamela, Audrey
3	Ilyas to investigate implications of Walk Talk Walk and Active Practice on insurance	Ilyas
4	Rachael to send the Active Practice Charter information to Pamela to circulate to the PPG	Rachael
5	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
6	Ilyas to ensure a text message goes out to alert patients to the next newsletter	Ilyas
7	Ilyas to share PPG report regarding space in the Cheltenham Road reception area with partners	Ilyas
8	Ilyas to send an interim practice update four weeks after the meeting	Ilyas