

Alney Practice PPG Meeting

Minutes of Meeting held on Thursday, October 8th 2020

The meeting commenced at 10.05 am using Zoom

In attendance:

Ilyas Piperdy (Practice Manager) IP
Pamela Dewick (Chair) PD
Geoff Gidley GG
Denise Leach DL
Jeremy Base JB
Katherine Holland (NHS Gloucestershire CCG) KH

Apologies:

Nadia Schneider
Jennifer Taylor
Mark Weaver
Christina Carver
Chris Williams
Rachael Banfield has transferred to the PCN, so is no longer a member of the PPG.

1.	PD welcomed everyone to the Meeting. Apologies as listed above.	
2. & 3.	Review of 21/7/2020 Meeting/Matters Arising There were no matters arising.	
5.	Practice Update <ul style="list-style-type: none">• COVID and services restarting: IP said that most services were back up and running, but some of them were perhaps now being carried out in a slightly different way. Face to face appointments are now available, subject to a telephonic triage. The Practice has of course been the subject of COVID restrictions, but things like pre-diabetes checks and pre-asthma checks are now back in operation. Hospital referrals are now taking place, but there are delays associated with them. What was once taking 6 - 8 weeks, is now taking 3 - 4 month's dependant on what is being referred.	

- **Flu:**

The Practice is using two venues - Milestone School and the new extension at Highnam. Clinicians will be administering the flu jabs and there will be signage in place to show people where they need to queue and what their appropriate direction of travel should be. There will be a limited number of seats, if patients need to rest after having the injection.

IP was naturally concerned that everything should run smoothly on the day.

IP confirmed that there were sufficient supplies of vaccine for all patients (both age groups).

Concern was expressed that parking might be a problem at Highnam. Highnam School was too far away to be utilised. GG said that the nursery next door to Highnam might allow their premises to be used for parking. Most of the patients were from Highnam itself, so it may not be too much of a problem.

- **Econsult (an online system due to go live):**

IP advised it is not yet live, but should be operational in 4 - 6 weeks. We need to be ready to go 'full steam ahead' before introducing it.

The Aspen Practice is already using it, so it might be a good idea if we discussed it with them prior to introducing it at the Alney Practice.

KH said that we needed to let patients know that it was coming. We could use the website, newsletter, a message on our telephone system, and/or posters in the two Practice premises. KH thought that a Facebook Page would be a useful way of conveying information to patients. The Hucclecote Practice has got one as well, as have several 'practices' in the Cheltenham area. GG gave IP details of a magazine called 'The Link', which could be used to inform patients free of charge.

- **Staff Update - reception, leavers/starters**

IP advised that two new receptionists had been taken on - Angela and Tracey. They will be working at both sites. Given the problems being experienced phone-wise, they are not replacing anyone, they are extra staff.

Rachael Banfield has moved to the PCN, and Pamela Cashmore (nurse) will replace her on the PPG.

GG sought clarity about the role of staff members and others who are not patients, on the PPG. The absolute importance of their role on the group was recognised and it was agreed that they bring an essential

	<p>perspective.</p> <p>[Note: Rachael will be Guest Speaker at our next meeting].</p> <p>Practice Nurse, Gill Griffiths (Highnam) has very sadly passed away. She was a longstanding and much-loved member of staff at Highnam. Interviews to replace Gill will take place on Monday, 12/10/2020.</p> <p>Locums have been working at the Practice over the COVID period, but things are gradually returning to normal.</p> <ul style="list-style-type: none"> • Highnam extension: <p>Work has picked up again now, after being delayed by COVID related issues. Some niggling problems surrounding IT and phones still exist, but things are moving along pretty well.</p> <ul style="list-style-type: none"> • Members of PPG - leavers? New members? <p>Rachael Banfield has changed her job so is no longer on the PPG. She will be replaced by Pamela Cashmore, as mentioned previously .</p> <p>Taraz Kurylak no longer wishes to remain on the PPG, but his wife Carole may stay. PD will have a word with her.</p> <p>A general discussion took place regarding PPG members who miss three or four consecutive meetings, without giving a reason for doing so. Should they automatically be excluded? KH pointed out that it was not all about attending meetings, but much more about being available to assist the PPG in other ways. It was left that PD would approach members who miss a number of consecutive meetings (without getting in touch), to ascertain whether they are still interested</p>	
6.	<p>Alney PPG Meeting times</p> <p>Jennifer Taylor had volunteered to take Minutes, so as far as possible; meetings really need to be arranged around her availability. KH said that we could always record the meeting and let Jennifer have a copy of proceedings to enable her to type it up. PD will speak with Jennifer.</p> <p>KH also mentioned putting a recording of the meeting straight onto the website. At this point, IP was asked to press the record button to test the viability of such an action.</p> <p>JB indicated that he was not comfortable with that suggestion</p>	
4.	<p>Katherine Holland (Gloucestershire CCG)</p> <p>KH encouraged us all to look at the NHS online patient platform ‘Get Involved in Gloucestershire’. The platform has gone live and members were asked to register. There is an area on site specifically for PPG members and PPGs will be able to talk to one another. It is currently</p>	

	<p>a public site.</p> <p>Some of the things that used to be carried out at Churchdown Community Centre will now be going onto the site.</p> <p>The proposed new hospital in the Forest of Dean was also detailed on the site.</p> <p>PD will send us all a copy.</p> <ul style="list-style-type: none"> • PPG Networking Meeting <p>The next meeting is scheduled for next Friday, 16/10/2020 10.0am via Zoom.</p>	
7.	<p>PPG Draft Terms of Reference (ToR)</p> <ul style="list-style-type: none"> • Practice Staff Comments on ToR at Away Day <p>There was a good response at the Away Day. The ToR was received favourably by Practice Staff.</p> <ul style="list-style-type: none"> • Partner Involvement <p>If the PPG Meetings continue on a monthly basis, IP said that a Partner would attend every other meeting. If the PPG Meetings become every 6 - 8 weeks, a Partner would be in attendance at each meeting. IP suggested that attendance could be on a rotational basis. That way, everyone would get to know how the PPG works and what it's all about.</p> <p>JB said that the ToR document looked very good and congratulated GG on the job that he had done. GG said that he had looked at many examples and had taken the best bits from each of them.</p>	
8.	<p>Alney Practice Website</p> <p>PD thanked IP for including the PPG on the front page of the website.</p> <p>IP said that the template for the website restricted what could be done/changed. PD said a member of the GCCG team could help with work on the website. Any thoughts on the website should be e-mailed to PD.</p>	
9.	<p>Alney Practice Newsletter - PPG Article</p> <p>The publication of the newsletter has been delayed. Distribution date is now the end of October. A PPG article has already been completed and is ready for inclusion. IP will e-mail if any changes need to be made</p>	
10.	<p>Flu Jabs Update</p>	

	Dealt with elsewhere in these notes	
11.	Any Other Business JB mentioned that the Practice telephone message eventually becomes inaudible. IP will investigate.	
12.	Date and time of the next meeting The next meeting will take place on Friday 27/11/2020 at 10 am via zoom. PD will contact Jennifer. The meeting closed at 11.10 am	