

**Alney Practice Patient Participation Group
Tuesday 12th July 2022, 5pm-6.30pm**

Meeting Minutes

Attendees

Pamela Dewick (Chair)
Geoff Gidley
Karen Preece
Rachael Banfield
Ilyas Piperdy (Alney Practice Manager)
Jennifer Taylor
Terry Flowers
Pam Cashmore

Apologies

Jeremy Base
Denise Leach
Caroline Smith (CCG)

Actions from the last meeting

- Ilyas confirmed that feedback slips are in a prominent location but can review if necessary
- Due to Abby's departure, actions previously allocated to her will be picked up by Ilyas or the new Assistant Practice Manager
- All other actions are covered on the agenda

Practice Update - Ilyas

Prescription Ordering Line – has now closed and requests are now coming back to practice. This doesn't appear to have affected the workload of practice staff and no issues have been raised. There is still a line for patients ordering appliances, e.g. catheters on repeat prescription.

A query was raised regarding ACR testing kits, which have been introduced to allow patients to test at home and return for clinician review. Ilyas confirmed this is a CCG initiative and they have encouraged practices to take this up to encourage more testing.

Abby House has left the practice and Ilyas is in the process of recruiting a replacement Assistant Practice Manager. The interviews will take place this Thursday. There are challenges with staffing levels more generally due to absences, e.g. Highnam reception had to close. Mask wearing has been reintroduced to the practice to help manage Covid risk.

Two new receptionists have joined and reception hours are now higher than they have been in the past. There is now a screen in reception for staff to see call waiting numbers and times. A complaint has been received about being cut off at 1pm having been on hold for a while – Ilyas noted that this shouldn't happen and all callers waiting should be dealt with after the line closes. He is investigating this further and PPG members should flag if they hear this is happening.

Geoff asked how morale is within the team, given national press about the pressures on primary care. Ilyas acknowledged that it has been a very challenging couple of years but a new Health & Wellbeing Champion is in place and helping to provide wellbeing and self-care support to staff. Rachael and Pam reflected that there is a positive atmosphere in the surgeries at the moment.

Pamela spoke to the Aspen PPG Chair, Gill Brook, about their PPG membership recruitment process. They received 60 applications which would be challenging for us to manage. We have received three expressions of interest which would also have the benefit of rebalancing representation across the two surgeries and, subject to them signing the code of conduct, the PPG supported their membership. Geoff noted that, going forward, we do need to think about who we have in the group and who we might be missing, in terms of demographic or skills.

Community pharmacy consultation scheme – Ilyas updated on this at the last meeting. There has been some recent practice learning time and it is now live but the scheme still needs to be embedded and receptionists supported to implement it.

Covid vaccination programme – will be combined with flu vaccination delivery, although some may want or be eligible for only one or the other. Eligible cohort is still 65+ and clinically vulnerable at the moment. They may be delivered at the practice sites or Milestones and will take place over several weekends. For a number of reasons, the process will take longer than usual flu clinics. First deliveries of the flu jabs will be from mid-late September. Pamela asked if PPG can assist and Rachael suggested staff rota planning would be helpful – Terry and Pamela offered assistance with this. Ilyas also suggested help with marshalling would be good. Geoff noted that we have previously discussed an option for the PPG to have a table there, which Ilyas has agreed would be possible.

Update from Rachael Banfield

Walk Talk Walk sessions have been really positive, with 42 participants last time. Rachael has drafted a checklist to ensure that volunteers can take on the role of walk leader in her absence. She has also identified the location of the defibrillator at Plock Court. Terry has been acting as ‘tail walker’ which has been really positive and ensures nobody is left behind.

Rachael shared a couple of positive stories to demonstrate the impact of the walks on patients’ wellbeing. She noted that the PPG has been instrumental in supporting the walks.

A disclaimer has been agreed and is now being used. Participants are informed that the walks are not the place for complaints, questions or concerns about the practice and these should be directed through the proper channels.

Pamela noted that the text message reminder is particularly helpful, although Rachael noted that a small number of patients have contacted the practice unhappy about the text message.

Workplan

Pamela asked for feedback from Ilyas on whether or not there is anything the PPG can do to add to the workplan. They will meet to brainstorm ideas before the next meeting.

Date of Next Meeting

Tuesday 6th September, 5pm-6.30pm, via Teams

Any other business

The county PPG network will be taking place on 22nd July, now by Teams/Zoom. There will be two external presenters from NHS England and NHS Gloucestershire. The agenda will be circulated shortly and will also include discussion on the national GP survey results (to be published this Thursday). Anyone interested in dialling in should contact Pamela.

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	Abby to share Friends and Family test feedback at the next meeting	Ilyas to pick up
3	Pamela and Ilyas will confirm the three applicants as new PPG members	Pamela & Ilyas
4	Ilyas to follow up broken prescription post box at Cheltenham Road	Ilyas
5	Ilyas to let Pamela know if any PPG help with Covid/flu vaccination clinics is needed	Ilyas
6	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