

The Alney Practice Patient Participation Group Meeting

held at the Practice, 16 Cheltenham Road GL2 OLS

Thursday 25th January 2024 4.30pm to 6.00pm

Present:

Pamela Dewick (Chair)

Jan Edgeworth

Nadia Schneider

Chloe-Ann Renouf-Baldwin

Denise Leach

Clare Clancy

John Weygang

Geoff Gidley

Dawn Cross

Pamela welcome everyone to the meeting

Apologies were received from:

Kevin Arrowsmith

Ilyas Piperdy (Practice Manager)

Notes of last meeting held on 1st November 2023

- **Complaints - anything to report.**

CARB explained that the Practice have had a little wave of complaints that have come through recently, for no specific area, seems to be a variety of things. Staff are working on ways to improve things. Significant events are raised when needed, when the Complaints Lead is consulted.

The practice now has an automatic acknowledgment for complaints that are sent through. The format used depends on how the complaint is sent through. e.g., email complaint receives an email response, a letter complaint receives a letter response.

Action: The PPG would like to see examples of complaints, not details, but just what the complaint is about.

- **Receptionists to inform patients which site the appointment is at**

Update: Chloe said they have not had as many incidents with this recently. Is probably because the Practice no longer sends out an automated text message reminder. The location could not be specified on the text messages. It is thought that this has helped a lot as there has been a decrease in the number of patients turning up to the incorrect site.

- **Out of hours process and options to be made clear on the website:**

This information is very clear on the website. All of the out of hours information can be found under Opening Times. During the lunchtime closure, the phone message informs the patient that the Practice is closed and that a message can be

left. The message also advises the patient that no appointments can be made during this time as it is for emergencies only.

- **Topics for Discussion (including items from meeting notes):**
- **Test Results Procedure:**

Action: The group would like a clear explanation of how patients get test results.

- **Surgery Walk and Talk (SWAT) Update:**

The Walk and Talk at Plock Court has taken a hit from the weather, as the ground has been very water logged. The Highnam Walk has managed to keep meeting and is very successful.

- **Update re distributing leaflets to Libraries, Community Centres etc**

C-RB advised that this is something that Caroline Osbourne was investigating, as discussed in the last meeting.

Action: Caroline to give an update at the next meeting

Posters - Update Notice Boards:

The notice boards in the waiting rooms are being updated monthly. Unfortunately, the January Notice Board did not get done as Chloe and Jess were on annual leave and returned to a very busy workload. They have started to print out the information for the February Notice Boards and should have it up in time for February. There are a few other notice boards to finish at Cheltenham Road and there is a new notice board that is going to be fitted at Highnam. Once the Highnam board has been fitted, Chloe and Jess will update it.

Repeated Highnam Reception Closures:

The Highnam reception closures have been happening because of staff shortages due to recruiting and staff sickness. A lot of time has been spent interviewing candidates to ensure the right person for the role is taken on. Unfortunately, 2 successful candidates were then dismissed / not hired in the end due to unsuccessful references etc. There have recently had some very successful interviews and we have hired 1 receptionist starting on 4th March. The person is currently a medical receptionist in another GP surgery. She is very experienced and has a good knowledge of EMIS and System One. There is a job advert out to fill the last roll and expect to be holding more interviews soon.

Use of Highnam Pharmacist:

Chloe explained that the pharmacist at Highnam is not a community pharmacist, but a clinical pharmacist.

Action: to bring to the next meeting a list of the tasks that RG can do to give an indication of his role within the practice so that patients can be advised of what they can ask for.

Friends and Family Test:

November 2023: 47 online responses were received (not including paper ones)

When asking the question of whether they would recommend the Practice, 25 said extremely likely, 19 likely, 1 neither, 0 unlikely and 2 extremely unlikely.

December 2023: 108 online responses were received (not including paper ones)

60 said extremely likely, 34 likely, 7 neither, 1 unlikely and 4 extremely unlikely.

January's questionnaires will be sent out to all patients on 1st February who had an appointment in the month of January. The PPG agreed that it's good that the responses have increased since it was first discussed

Action: to be added to every meeting to be discussed.

Practice Update of any items not already discussed

- A new notice board has been purchased for Highnam. The handyman will put it up next time he is in the building.
- New desks have been installed at CRS for the new Call Room. Currently waiting for a date to change the reception phone lines to upstairs to get the call room up and running (Chloe will keep the PPG updated with this as it is ongoing).
- More desks have been installed at Highnam in the Practice Managers office. They will most likely be used by the Primary Care Network staff, but when they are free, the Practice Staff will be able to use them

Any other business:

Ear wax removal: this has been in the National News saying that ear wax removal is no longer carried out by GP's or their staff. However, Alney do provide this service but only when the patients have used oil for a certain number of days. However, patients have been informed that the service is no longer available.

ACTION: Chloe to double check the rules which she did during the meeting. However she is going to double check and confirm that Alney still do this. Need to identify how patients will know about it

Alney Telephone Numbers: Currently, when the practice call patients on their mobile, the calls are identified as 'NO CALLER ID'. This is confusing for some patients

ACTION: Chloe to find out if the system can be changed to say 'Alney Practice'

Date and time of next meeting

Thursday 4th April 4.30pm to 6.00pm

Actions:

Action: The PPG would like to see examples of complaints, not details, but just what the complaint is about

Action: The group would like a clear explanation of how patients get test results

Action: Caroline to give an update re leaflet distribution at the next meeting

Action: to bring to the next meeting a list of the tasks that RG can do to give an indication of his role within the practice so that patients can be advised of what they can ask for

Action: Friends and Family Test figures to be added to every meeting agenda for discussion

ACTION: Chloe to double check the rules regarding ear wax removal which she did during the meeting. However she is going to double check and confirm that Alney still do this. Need to identify how patients will know about it

ACTION: Chloe to find out if the telephone system can be changed to say 'Alney Practice' instead of 'No Caller ID'