

The Alney Practice Patient Participation Group Meeting
held at the Practice, 16 Cheltenham Road GL2 OLS
Thursday 4th April 4.30pm to 6.00pm

Present: Ilyas Piperdy (Practice Manager) Pamela Dewick (PPG Chair)
Chloe-Ann Renouf-Baldwin (Assistant Practice Manager) Denise Leach
Jan Edgeworth Terry Flowers Dawn Cross Diane Parker
Mike Seargeant Glyn Alcock

1. Welcome: Pamela welcomed everyone to the meeting/

Apologies: received from Nadia Schneider, John Weygang, Caroline Osborne and Jack Moore

Membership update: Pamela welcomed the new members, Diane Parker, Mike Seargeant and Glyn Alcock, to their first meeting. Jack Moore had been called to a meeting at work.

Notes from the meeting:

Complaints: There were no complaints for 6 weeks , closely followed by a wave of complaints on one day (roughly 4). Ilyas gave a brief explanation on what complaints were about whilst not disclosing any confidential information

Test Results: Following a discussion about the Test Result Policy, it was agreed that the Policy could be put up on to the notice board for patients to be able to see, particularly patients that do not see the website.

Leaflet Distribution: This item was held over to the next meeting

Richard Gealer's Role: Chloe explained that there is not a list that we can provide as Richard does a variety of different things in the surgery. He has however, made it very clear that he will NOT be able to deal with mental health.

Patients registering as a Carer: Ilyas advised that there is form in Reception for patients to register as a Carer. Following the experience of one of the PPG. Ilyas and Chloe were asked to ensure all receptionist know what to do, where to get the form and send it into coding.

System One: Ilyas advised that they possibly have taken a step backwards. System One is going to be discussed at the Away Day with the partners next week and hopefully a decision will be made.

Workplan Groups: all PPG members to think about workplan groups. Lots to look at and possibly try and bring to the next meeting. The group could consider being involved in

Health 'Champions' and 'All Together Better'. Ilyas speak to Caroline about how 'all together better' and 'ppg' can work together with the work plan groups etc.

Out of hours process and options to be made clear on the website (see below for website update) :

When the Practice is Closed

"Out of hours" is the period between 18:30 and 08:00 on weekdays and throughout weekends, bank and public holidays. **NHS 111** is the out-of-hours initial point of contact on the direct dial number **111**.

The out of hours contact number for District Nurses is **08454 220 555**.

'Alternatively call Gloucester Health Access on **01452 336290** who are open 7 days a week from 08:00 - 20:00. Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency or you feel you have a life-threatening condition you should call **999**. Chest pains and / or shortness of breath constitute an emergency.

Staff Update:

Leavers: Karen (Reception) / Kirsty (Reception & Med Sec) / Dr Watson (salaried GP).

New Starters: Amanda (reception) / Emily (Reception). Kimmy (reception) has just accepted a job offer, awaiting start date. Georgette (Med Sec is starting on 16th April. Eleanor (full time ANP) is starting April 2024.

Maternity Leave: Dr Allen (salaried GP) has just gone on maternity leave. Dr Skidmore will be covering Dr Allen's maternity leave. Charlotte Reese (receptionist) will be going on maternity leave in September 2024. The Practice will be advertising this post closer to the time to arrange cover for her maternity leave.

Call Room Update:

The electrician is coming in on 15th April to add plug sockets in the Call Room.

Currently waiting on a date for a new telephone company. Once the practice have this date, they will be able to set a specific date for the call room to go live. It made sense to wait for the new phones to save doing it twice). Chloe will keep the PPG updated as much as she can.

New Telephone System:

The Practice is moving to a new telephone system (company called Think Healthcare-Focus). The telephone system will come with additional new features that allows for better supervision of staff, better management of busier times, unlimited call recordings etc. The main feature that will affect our patients will be the call back feature which will allow a patient to for example, press 1, and request to be called back when they are number 1 in the queue (they will retain their position in the queue.). The system will be implemented in May or June, and it is hoped the patient experience will be smoother as a result.

FFT Results: February 2024 (on the left) & March 2024 (on the right).

Options	Total
extremely likely	123
likely	64
neither	16
unlikely	8
extremely unlikely	6
don't know	1

Options	Total
extremely likely	133
likely	54
neither	14
unlikely	2
extremely unlikely	8
don't know	0

Leaflets - Caroline is currently on annual leave. Chloe will follow up on the distribution of leaflets when she returns from annual leave. Chloe will also ask Caroline if she is able to attend the next PPG meeting. Ilyas to speak to Caroline about understanding what the posters are for and making it clear they want PPG leaflets, not social prescribing leaflets.

Surgery Walk Talk Walk - the group is still going strong. Numbers down yesterday but weather conditions have not been great. They managed to find a path to walk on to keep off the mud. The Council have opened the coffee shop in Oxstalls. Rachael Banfield will be changing the way of contacting patients for the walk talk walk.

Spring COVID Clinic:

There is not a real update on this. The Practice has been waiting for further information to be provided. Last week they received an email about ordering some vaccines. At the moment they are thinking of holding the spring COVID clinics in the surgery (during in-core hours). They haven't worked out how this will work as of yet but think it may be a few clinics at the Highnam surgery and 1 or 2 clinics at the CRS (They are keeping in mind that the car park at CRS is very small, so trying to come up with a plan for this). They will keep us updated as much as they can with this, and will let us know if they require help from the PPG for the clinics, which will be running from April until the end of June.

Any other information:

Practice Learning Time (PLT) will take place on Thursday 16th May 2024. The Surgery will be closed.

New QOF booking system - all annual reviews are now being done in one appointment. If patients require a follow up appointment due to abnormality of bloods or urine, the patient will be called, and a follow up appointment will be arranged. Example: a diabetic review is now done in one 20-minute appointment (this includes blood test, foot examination and completing the diabetic review template).

Health Champions - Chloe has been speaking with Caroline about the health champions and how they can help the surgery / patients more. It has been mentioned that the health Champions will help with the booking of learning disability patients (this includes calling the patients, possibly helping them to come in for their appointment, reminding them of their appointments). Chloe is going to speak to the health champions again closer to the time (hopefully May/June time).

GPIP (General Practice Improvement Programme): this is a quality improvement programme for general practice that the practice is currently taking part in for 12 weeks. Chloe / Ilyas / Jess / Melissa have had allocated time once a week for this to work at improving the practice. They have done multiple things already i.e., staff experience survey, setting goals, looking into appointment data, looking into appropriate / non-appropriate appointment bookings, working on staff morale, looking at wastage within the practice, patient access. The programme is designed to support the practice and identify and resolve operational issues.

Appointment reminders - these have now been switched back on at the practice. They figured out a way for it to specify where the appointment location was i.e., Highnam Surgery or Cheltenham Road Surgery. This has now allowed them to send the automatic feedback text to patients after an appointment at the surgery.

08:30 and 14:00 call backs: all of the receptionists have been told to STOP saying this as it is causing patients to become unhappy when they are calling back and still not getting an appointment. The reception manager (Jess) is watching this very closely and picking up on it as soon as she hears it. When the Call Room is in place, it will be much easier for Jess to keep an eye on because her desk will be in the Call Room. It has been made VERY clear to all receptionist that if this continues, they will be spoken to.

Oliver McGowen Training - (Learning Disability and Autism Awareness in Primary Care- Tier 1 and Tier 2). All of Alney staff have been allocated the relevant training that needs to be completed and we have been chasing staff that are currently showing as 'overdue'.

Read Codes - Alney Practice are using READ Codes.

Points from last meeting:

Alney telephone number - Ilyas contacted the telephone company to see if it was possible for the practice number to show as 'The Alney Practice' instead of 'No caller ID', unfortunately, this isn't possible. We will ask our new telephone provider when they install the new phones.

Ear Syringing - Chloe has confirmed with the nurses that we still do this (following the procedure of using drops in the ear 7-14 days before the appointment).

Test Result Policy:

The Practice is looking for all patients to install the NHS app on their mobile phone, this will prevent the need to phone the surgery (which could cause longer waiting times on the

telephone) or visit the website ([The Alney Practice](#)) and search 'Test Results' and follow the next steps (which will include completing a form). If patients find that there are comments on their results that they do not understand or are unsure of, they will need to arrange a follow up appointment with the clinician who requested the test.

If installing the app is not possible, patients are asked to telephone after 2pm to get results, allowing least 2 weeks for the them to come through. Some results i.e., x-ray results can take up to 4 weeks.

If the result is '**Normal**' this means no further action is required.

If the result states '**Stable**' or '**Satisfactory**' this indicates that the results are outside the normal range, but this is not severe and clinically not significant and therefore the clinician is happy to leave it, therefore no further action is required.

If a result states '**Abnormal**' normally, either the clinician will contact the patient directly or a member of the admin team will contact the patient to arrange a follow up appointment with most appropriate member of staff.

Sometimes results need to be repeated because they may transiently be low or high and in this instance the clinician may request to repeat this test (a member of the admin team will be in contact with patients to arrange an appointment for this).

If the results are 'Normal' and patients are still experiencing the symptoms, they will need to arrange a follow up with the GP or clinician who requested the test.

If a patient is chasing a hospital result, they will need to phone the hospital department that requested it. If they are unsure of the contact number, they will need to call the hospital and ask for the operator who will direct them to the correct department.

Next PPG meeting:

Thursday 11th July 2024. 4.30pm to 6.00pm at Cheltenham Road.