

Alney Practice Patient Participation Group (PPG)
Tuesday 1st November 2022, 5pm-6.30pm

Meeting Minutes

Attending

Pamela Dewick	Bill Badham
Ilyas Piperdy	Geoff Gidley
Kevin Arrowsmith	Jan Edgeworth
Jennifer Taylor	Pam Cashmore (part of the meeting)

Apologies

Denise Leach	Karen Preece
Jeremy Base	Nadia Schneider

Pamela informed the PPG that Karen Preece is stepping down as she is moving out of the area and noted the group's thanks to Karen for her involvement.

Notes of last meeting

- Healthwatch report not yet shared as Caroline has been on holiday
- Ilyas will submit Friends and Family figures and then share with the group
- Flu clinic volunteers were covered. PPG attended on a table to discuss, also were able to provide a range of other support which Ilyas and the practice were really grateful for. PPG will attend again on 13th November for the final clinic

Update by Rachael Banfield

Walk Talk Walk going from strength to strength with 32 people last time despite rain being forecast. Feedback is still very positive and connections between people are being built during every walk, having a great impact on social isolation. Now extended to a 3 mile walk at ParkRun at Plock Court every Saturday as they are trying to encourage walkers - 6 attended last time.

Rachael clarified that at the beginning of each walk, she gathers all participants and sets out disclaimer. She is a trained first aider and there is a defibrillator at the Oxstalls Tennis Centre.

Health & Wellbeing Boards - separate boards for staff and patients - have been put up in both surgeries. Rachael is currently updating them to cover winter wellbeing. She is also going to keep the Facebook page up to date and share information in the newsletter for those who don't regularly visit the surgeries. Bill suggested sharing information through the Highnam Link, the local newsletter. Ilyas confirmed he has a connection there to follow up.

The practice may be looking to work with Altogether Better, which is a company who recruit and support patients who want to share their expertise with other patients, e.g. a parent with a child with Autism, a military veteran, a patient

living with Diabetes, etc. They are already working with other practices in the PCN.

The group discussed the importance of staff not smoking in outdoor areas visible to patients and of sweets, cakes and biscuits being kept away from the counter.

Update from Ilyas Piperdy

Staffing - vacancy in admin team, another in the dispensary and potentially two in reception, due to retirement and a family move. The dispensary vacancy will be filled internally. Recently appointed staff have already received really good feedback and are proactive in getting involved with practice projects. Looking to recruit apprentices - have had success stories from apprentice programme in recent years, including the current Reception Manager and Assistant Practice Manager.

Covid and Flu Clinics - one further clinic at Milestones on 13th November and may have a wash up clinic at the surgery. Vast majority of eligible patients have been invited, with the surgery working through the final manual booking list of a very small number of patients.

There were 1150 spaces for the first clinic and 1260 for subsequent clinics, with around 50 DNAs (Did Not Attend) each time. Most took up the Covid jab but around 150 declined the flu jab each clinic. Any outstanding flu jabs are brought back for use across the PCN, Covid jabs are carefully managed to ensure no waste, e.g. standby lists or unvaccinated staff can take up open vials.

Jan asked how patients know who their registered GP is, particularly as GPs move on. Ilyas clarified that all patients will have a registered GP and can check with reception who this is. This doesn't necessarily mean that patients will always see this GP but receptionists will always seek to ensure continuity of care for a particular issue, where this is possible.

Patient Questionnaire

Geoff, Jeremy and Pamela have been working on this, starting with trying to understand what is already being asked, e.g. Friends and Family, National GP Patient Survey, to ensure we don't duplicate. Pamela reflected that it would have been helpful to have prepared a specific survey question to engage patients attending the Covid/Flu clinics, e.g. are there still issues with the phones or have these now been resolved?

Ilyas agreed that this would be something he'd support and that we need to be clear about what we want to know from patients.

Communications / Group Promotion

Geoff raised a concern that the PPG could be more visible as a group and suggested that some properly printed leaflets explaining the PPG could be a first step. We could also produce a display that would enable us to set up at events like the Covid/Flu clinics so that people can see who we are. Caroline Smith from the ICB (formerly the CCG) has offered to design and print 150 leaflets on our behalf. Ilyas agreed that, if PPG members can produce the signage/display discussed, he will speak to the Partners regarding paying for the costs. Kevin and Geoff will take this forward.

Ilyas has offered to use the text messaging system to send a message to 10,000-12,000 patients, with a link to a PDF of the leaflet. There is a risk that we are flooded with too many people interested in being PPG members but we could manage this with the right wording in the message or leaflet, e.g. “The PPG currently has a full complement of members and is not currently recruiting. If you would like to express an interest in joining in the future, please contact...”

Any Other Business

Pamela noted that Jeremy had sent an email sending his apologies and referring to an item he wishes to raise at the next meeting. This will be added to the agenda and Pamela will request that any paper Jeremy wishes the group to consider be shared a week in advance to allow members to read before the meeting.

Bill flagged that there is a no entry sign missing at the Cheltenham Road surgery. He also asked how often the hedge is cut at Highnam - Ilyas will check regularity with gardener and report back.

Date of Next Meeting

Thursday 9th February 2023 4.30pm-6.30pm, hybrid meeting (face to face and on line)

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	Ilyas to share Friends and Family test feedback with the PPG	Ilyas
3	Ilyas to follow up parish magazine contacts to promote information about the practice and health and wellbeing	Ilyas
4	Pamela and Geoff to agree with Ilyas a key question to ask to gain feedback at flu clinics	Pamela & Geoff

5	Kevin and Geoff to liaise with Ilyas to purchase display board. Ilyas to confirm with Partners any budget required	Kevin, Geoff & Ilyas
6	Ilyas to consider wording for a text message to promote the PPG - being clear that we are not recruiting members	Ilyas
7	Ilyas to check the car park/entry/exit signage at Cheltenham Road	Ilyas
8	Ilyas to check the hedge cutting frequency with the gardener at Highnam	Ilyas