

The Alney Practice Patient Participation Group Meeting
Held at The Alney Practice, 16 Cheltenham Road GL2 OLS
Thursday 29th June 4.30pm to 6.00pm

Attending:

Ilyas Piperdy (Practice Manager)

Chloe-Ann Renout-Baldwin (Assistant Practice Manager)

Rachael Banfield (Primary Care Network Health and Wellbeing Coach)

Pamela Dewick (Chair)

Kevin Arrowsmith

Nadia Schneider

Denise Leach

Jan Edgeworth

Terry Flowers

Dawn Walsh

1. Welcome and apologies

PD reported that apologies had been received from:

Pam Cashmore (Alney Practice)

Geoff Gidley

Clare Clancy

Bill Badham

John Weygang

Membership update

PD advised that John Weygang had joined the group

IP advised that Jeremy Base is no longer a member of the Alney Practice PPG.

2 Notes of last meeting held on 19th April 2023

- People are able to get Face to Face appointments with GP if required
- **Appointment book** / appointment were discussed - the group happy with this
- **Minutes of meetings:** IP explained that when he reviews the minutes, he just edits the names of staff members etc and PD explained that she tidys the minutes before adding them to the website
- **Action for IP:** to contact the Gardener for the garden at the Cheltenham Road site (CRS)
- **New Duty cover:** IP updated the group and explained what a duty doctor is and what they do, and the new plans the Practice would like to implement in the surgery. It is looking likely the new plans will be implemented in September. IP explained he is 95% certain that the single duty will be at CRS.
- A PPG member raised concerns regarding fewer appointments at Highnam. It seems to be really difficult to get an appointment at Highnam. Also the text message sent to patients to remind them of their appointment does

not say which site to attend. Unfortunately the restrictions of the text messaging system do not allow this to happen.

- **Action for reception:** to ensure receptionists are informing patients which site the appointment is at

3. Practice Update

- **New Starters:** there will be two new practice nurses (1 has started - the other one is starting in July). Two new receptionists have started (one previously worked at Gloucester Health Access Centre (GHAC))
- **System One update:** IP has been looking into this. There is a dispensary system that works with System One called TITAN (IP and CRB are looking into arranging a demo of this). The Dispensary staff are very keen on Titan, and it looks very good. There is still no predicted date for the implementation of System One.
- **Flu & COVID:** IP said they are looking at availability at Milestones but not sure whether the clinic will be held there this time. IP will update the PPG when a decision has been made. One problem is that Milestones currently only have Sunday's available at the moment. CA-RB explained it hard to get staff to work Sundays. Churchdown Community Centre is also another option. IP explained that there will most likely be a clinic at Highnam and possibly a small catch-up clinic at CRS depending on uptake. The first flu vaccine delivery is expected September/October 2023
- **Complaints:** There has been an increase in complaints over the last couple of months, nothing specific, a variety of different complaints with no set pattern. IP is keeping an eye on it, and will update at the next meeting. IP explained the complaints procedure to the group and how complaints are dealt with. Complaints are dealt with individually (depending on how the complaints come in; letters / emails / telephone call / website queries). IP explained that all formal complaints are logged. Any 'non-formal' complaints are kept at the surgery, and submitted when necessary
- **Data Breach's:** IP reported that there had been two breaches in the last three months. One was a name mistake and the other one was a scanning error that happened in 2019 but has only just come to light. IP explained how the Practice processes data breaches. Both of these data breaches have been reported to the Data Protection Officer and a significant event will be raised and discussed at the clinical governance meetings.

4. Topics for Discussion (including items from meeting notes):

- **Out of Hours Service and process** - a patient had telephoned the 111 service, and was surprised to be referred to the 'Out of Hours' at Gloucestershire Royal. Hospital. The patient was expecting to be referred to GHAC. However, GHAC only has limited appointments on a Saturday. GHAC is

now based at the new Quayside unit. Patients can also refer to Pharmacists as many of them are open at weekends.

ACTION: to make the out of hours process and options clear on the website

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

RB advised that the Plock Court Walk Talk Walk is fantastic! Lots of patients have met new people and get along really well! Between 20-30 people attend each time. The Highnam Walk Talk Walk has started now and is going really well! Batch messages are able to be sent out for this, RB will be doing this. 2 new walks have been set up in Barnwood and Innsworth.

ACTION: RB would really appreciate help from the PPG to distribute leaflets (libraries, community centres, church notice boards, notice boards).

- **RB new role:** RB said her previous role was a Social Prescriber, but now has a new role as a Health and Well-being coach. There are only two of these in the County. RB will be working with the whole PCN not just The Alney Practice (anything to do with patient well-being). New Social Prescriber does not start till August, but the workload is being covered by various people.
 - **All 2gether Better:** This is a new project where patients help other patients along with some of the Practice staff who help co-ordinate it.
 - **Friends and Family Test (FFT):** Over 20 forms were completed at the Covid Clinic. IP agreed that PPG members could attend surgery and encourage patients complete the FFT's. CA-RB has got stands for FFT forms to be more visible to patients in waiting rooms etc. PPG members to help out and attend to reception to give out more friends and family tests (as long as either IP or CA-RB are made of aware of PPG members coming in).
 - **ACTION:** IP and CA-RB to give PD dates/days for PPG members to come in and do this.
 - **Posters for Practice Notice Boards** - PD showed posters to all PPG members present. The style of poster was agreed. PD to get four posters printed and laminated and arrange for C-A to put up two on each site.
- POST MEETING NOTE:** NS added some to the posters and PD laminated them.

5. Any other business -

- **Medication Stock Shortages** - RB explained about the national shortages about all different brands of medications. Dispensaries are unable to find out which pharmacies have certain stock etc, it would take too long to find out.

6. Date and time of next meeting

- 13th September 4:30pm-6pm

ACTIONS:

- **ACTION; for IP:** to contact the Gardner for the garden at the Cheltenham Road site

- **ACTION for reception:** to ensure receptionists are informing patients which site the appointment is at
- **ACTION for IP or Chloe::** to make the out of hours process and options clear on the website
- **ACTION for PPG members:** PPG to distribute leaflets (libraries, community centres, church notice boards, notice boards. RB to provide leaflets.
- **ACTION:** IP and CA-RB to give PD dates/days for PPG members to come in to reception and help patients complete FFT forms