

Alney Practice Patient Participation Group  
Meeting held at Cheltenham Road Practice  
Thursday 25<sup>th</sup> July 2024 at 4.30pm

**Attendees:**

Pamela Dewick (Chair)	Denise Leach	Glyn Alcock
Kevin Arrowsmith	Jan Edgeworth	Dawn Cross
Michael Sargeant	John Weygang	
Ilyas Piperdy (Practice Manager)		
Caroline Osborne (Social Prescriber and Health Champion)		

**Apologies:**

Terry Flowers  
Rachel Merrett, Alney Primary Care Network (PCN) Business Manager  
Chloe-Anne Renouf-Baldwin, Assistant Practice Manager

**Social Prescribers:** Ilyas talked about Social Prescribers and what their role is within the Practice.

**PPG Membership:** There was discussion about Membership as detailed within the Terms of Reference. Pamela reported that she had received an email from Ilyas from a patient expressing an interest in joining the group. The group suggested that Pamela made contact asking why they are interested and what skills they would bring to the group. There are currently twelve members in the group but some do not take part in any of the discussions or attend the meetings

**Action:** Pamela to contact members of the group and ask if they are committed to the group for a further year.

It was agreed that members who did not attend three consecutive meetings would be removed from the group. It was recognized that some members may have difficulty in attending meetings at 4.30pm so it was agreed that meeting start times would alternate between 4.30pm and 5.00pm lasting for 1.5 hours.

It was also agreed that members must advise the Chair whether they are planning to attend the meeting or not.

**Health Champions:** Caroline talked about their role. The Health Champions have set up a men's group held on Mondays from 10am-to 12noon in Longlevens and is open to all ages. Activities include playing Pool and Snooker Plans are in place to start a Carers Club on a Tuesday afternoon at The Greyhound Public House, probably starting early September.

Caroline said that there is a couple in Minsterworth who need help with transport. Kevin explained that he had previously offered to help with transport but had been told he could not help because public Liability insurance would be needed. Glyn said he had offered to help as well. We established that public liability isn't an issue anymore.

Health Champions will also help at Future Covid and Flu Clinics.

**Complaints:** Ilyas reported that he had received a couple of complaints which was discussed by the group.

**System One:** Pamela explained that twice recently she had attended GRH only to be told by the Consultants that they could not access her records as Alney did not use System One. Ilyas advised it will be discussed at the Practice Away Day in October.

### **Report from Ilyas, Practice Manager**

**Alney Call Centre:** Chloe had previously sent the group an email re the Call Centre. Ilyas reported that it was going well and that the staff enjoyed working in that environment. One issue is that Ilyas has been left with a large number of telephone headsets. The new call back facility is going well and seems to be appreciated by patients. Online appointments are still available. The 'Withheld Number' facility cannot be changed.

**IT Issues:** Following the recent National IT failure and the impact it had on the practice, it was agreed that contingency plans need to be discussed at the next Away Day.

**Covid and Flu Clinics:** Provisional dates are 5<sup>th</sup> October and either 19<sup>th</sup> or 26<sup>th</sup> October. The thought is that the clinic may be at Cheltenham Road but it is still under discussion. Car parking could potentially be at Oxstalls Campus. We also have to deliver another programme for over 75's (RSV) and there has to be a 7 day gap between the Covid and Flu jabs.

**DBS Checks:** It has been identified that 18/20 staff members including 12 long standing members do not have a DBS on record despite the likelihood they have had one. A risk assessment has been carried out and only 3 need to be done as a decision was taken that the ones for the clinicians was more imperative to have and the others were at low risk/not patient facing.

**Infection Control:** Demi (Practice Nurse) recently undertook a two day course on Infection Control. Lots of information was gleaned including the type of chairs used and whether there should be plants in the room. Ilyas advised that there would be an Infection Control Audit carried out regularly every 3 months or every month for rooms with more invasive procedures.

**Friends and Family Tests:** The data collected recently was much the same as the data collected in March. Mostly positive responses.

**Staff Welfare :** As part of the Mental Health and Wellbeing, staff had recently had a picnic on the Highnam site.

**Surgery Cleaning Contract :**The contract will be passed to a new provider within the next 2 months

**Staff information:** Demi is attending a Diabetes Training Course as part of adding it to her portfolio/ability to carry out long-term reviews. Samira is attending training on travel health in November. A member of the reception team will be going on maternity leave and so we will employ someone in place on a fixed term contract. There are three vacancies in total- the others are one in admin for 23 hours and one in the dispensary for 22.5 hours

**Boundary Changes:** Following the opening of the Severnside Practice there are plans in discussion for a boundary change. However, it is in early stages and can take up to a year before anything happens- any changes won't affect any of our current patients.

#### **Signing in Sheet:**

Pamela expressed a concern that the group are not being asked to sign in when attending meetings, and that, should there be e.g., a fire, no one would know how many members were in attendance.

***Action Ilyas said this should be happening and he would investigate. Pamela asked members to ask for the signing in book when attending the next meeting.***

#### **Date of Next Meeting**

- Thursday 31<sup>st</sup> October 2024
- 5.00pm to 6.30pm
- Cheltenham Road