

Alney Practice Patient Participation Group (PPG)

Meeting 31st October 2024

At Cheltenham Road Surgery

5.00pm to 6.30pm (trial new time for alternative meetings)

Attendees:

Pamela Dewick (Chair) Denise Leach Kevin Arrowsmith
Terry Flowers Michael Sargeant Glyn Alcock
Ilyas Piperdy (Practice Manager)
Chloe-Anne Renouf-Baldwin (Assistant Practice Manager)

1. Welcome and apologies PD

Resignation from Dawn - vacancy available.

Apologies from: Jan Edgeworth, John Weygang Nadia Schreider

2. Report from PPG Network Meeting held by NHS to include discussion on membership recruiting (attended by Michael on behalf of Pamela) MS

Report from PPG Network Teams meeting held on Friday 25 October 10 AM to Noon

Background:

Pamela was unable to attend this meeting so I represented The Alney Practice PPG. As this was my 1st time at one of these meeting a number of matters were not clear to me so my apologies if my notes are somewhat sparse.

Agenda items

NHS Federated Data Platform

Update given by Claire Clements and Becky Leahy NHS England

Various NHS systems are in existence and do not “talk” to each other. Project to move data to one system.

Aim: To improve patient care co-ordination, reduce hospital stay whilst ensuring patient safety

Of 81 trusts 15 are onboard. Hope that all will be onboard within 2 years.

Timetable: 7 years for all sites to be using common system.

2 suppliers have been chosen; one for the required system platform and another for specific data search without compromising patient privacy.

Example: Enquiry will only reveal specific data to enquiry. Will not permit full GP data to be seen.

Questions from audience:

Who is product owner? - NHS England

If the program is expected to take 7 yrs what is the plan after that? - NHS team are looking at value and efficiency.

Data governance - Group set up from experienced NHS professionals to ensure

data safety etc.

Primary Care Update

Update from Jo White Deputy Director Primary Care NHS Gloucestershire
Concern about unfunded work on GPs - Sick notes as an example. Could the hospital issue a sick note for the patient rather than the GP?

Update on possible industrial action - At time of meeting no indication of any such issues.

Volunteering in General Practice and recruiting new members

Update from Hannah Gorf - Senior Program Manager NHS Gloucestershire
Review of Go Volunteer Gloucestershire and ability to find volunteering opportunities

PPG - Some GPs denied having any volunteers which surprised a large number of the audience.

Query: What more can be done to improve relationships with GPs.

5 GP practices stated intentions to expand volunteering roles

10 were not sure

10 had no plans

PPG groups to be supported by Integrated Care Board.

Suggested areas include: Advice, library of potential roles, engage with patients in reception, encourage use of NHS App. SMS costs £500,000 (2p per text) whereas NHS app costs met centrally and therefore “free”.

Questions:- Insurance cover for volunteers - to be taken forward

Date of next Network meeting

13 December at 10 AM online

Going forward, the group will meet 6 times a year on a Friday morning with alternate

meetings held on a Monday afternoon. Dates and times to be confirmed.

Meeting closed at 12:10 PM.

Mike Sargeant

28 October 2024

3. Update from Practice

IP/CR

To include update on Covid/Flu Clinics

Practice Update:

Flu/COVID clinics - have been going really well being held at CRS. Not had any complaints so far about this and patients seemed to be happy. 5th October & 26th October both had over 1,000 patients booked and vaccinated. Over 65 clinic at Highnam on Thursday 7th November (1 vaccinator only). Under 65 clinic at Highnam on Friday 8th November (1 vaccinator only). Depending on demand after these clinics, we will let you know if we plan to do any more.

Questions asked:

How did the staff find working the clinics? All of the employed staff enjoyed the clinic and were super happy with how well it ran. They like to have a constant flow and fast pace to make the day go quicker.

Did the surgery get many complaints from the clinics? No, we have not received any formal complaints. We have had lots of compliments from patients which means so much to the staff at the surgery.

Would the surgery hold more clinics there rather than hiring halls? Absolutely, the management team and staff think it worked really well.

RSV Vaccines - Invites have been sent out (in a planned order) and patients have been booking appointments for this.

Staff - 10-hour administrator has retired; hours have been split between current admin staff that we have.

Staff - 18-hour reception position advertised and currently interviewing to fill post.

Staff - 33-hour receptionist has handed in resignation and will be leaving 15th November, during interviews we have hired someone to fill 27 hours of this role, she will be starting on Monday 4th November (pending references).

New Starter - Becky (admin) started on 19th August 2024. Doing really well and enjoying being an administrator. Taking on some more hours as they have become available. Currently working 22 hours p/week.

New Starter - Layla (dispenser) started on 3rd September 2024. Doing really well and enjoying. Currently working 22.5 hours p/week.

New Starter - Paige (admin & receptionist) started 18th September 2024. Doing really well. Started at 24.5 hours but as hours have become available will be at 35.5 hours by January 2025.

New Starter - Sophie (reception) hopefully starting on 4th November (pending references). 27-hour contract.

Building - during the heavy rainfall we have had recently, there have been a few leaks in the surgery. Roofer is coming in November to carry out the repairs.

Friends and Family September Results - Ext Likely: 233 | Likely: 97 | Neither: 15 | Unlikely: 7 | Ext Unlikely: 3 | Don't Know: 4

Friends and Family October Results - Ext Likely: 259 | Likely: 85 | Neither: 15 | Unlikely: 9 | Ext Unlikely: 7 | Don't Know: 4

Upstairs Call Room - going really well. Have had lots of positive feedback from receptionist. Have definitely seen a massive improvement in reception work.

New Phone Company - seems to be going really well. Call back feature has been a massive improvement and had lots of compliments of patients about this. Staff seem to be getting on with new telephone system too.

Comments: PPG members have agreed that the phone lines are much better and the call back system is great.

Practice PLT - PLT is booked for Tuesday 5th November. Surgery will be closed 2pm-6:30pm. Duty doctor will be on site for emergency telephone calls /appointments only. All other staff will be at PLT meeting (away from surgery).

Questions asked:

What does PLT stand for? Protected Learning Time. This is really important for the staff to attend as the surgery carries out any mandatory training (fire safety / basic life support) and discuss any topics as a whole surgery.

System One - no update at the moment & nothing confirmed. Will keep you up to date.

Proscript - we are sticking with proscripts and therefore likely to stick with EMIS for 4 years. If any improvements are made then this may change, but for the moment, no changes are in place.

Post Away Day - all staff received pay rises.

Post Away Day - Practice is bringing in the 'Bradford Factor' for next year to hopefully help with the staff sickness (IP to explain).

Question: DL asked about the Bradford Factor and has some concerns about it as previously used at their work. IP explained that this is not to become 'unfair' and 'get staff into trouble', it is there to set a blanket policy and treat everyone fairly when it comes to sickness. IP also explained that there will be sickness that cannot be helped and cannot be avoided, and the surgery will understand and obviously take this into consideration when following the recommendations provided by the 'Bradford Factor'.

Question: When will this come into play? January 2025. The surgery is yet to speak to all staff about this. IP is currently putting together a policy for all staff to have access to so they are able to fully understand the policy and how it will work.

Post Away Day - After reviewing the OTD / Routine GP appointments we now have more routine appointments available to pre-book.

GP Collective Action - IP to discuss/explain - There was a GP ballot which resulted in some agreed actions in Gloucestershire practices. For example, stopping ring pessaries temporarily until it is funded. Some actions have been taken by the practice but nothing that significantly affects a large population of the practice.

Complaints - shared care agreements (IP to discuss/explain). - We have had some queries about this. Practice policy is to not enter shared care agreements but consider each case/discuss. There are plenty of reasons for this including not being able to verify how legitimate private providers are as they are not regulated and keeping the process fair for all patients via NHS pathway.

Staff Wellbeing - our wellbeing champion is arranging a Halloween lunch for staff to attend during a lunch time.

Staff Wellbeing - The practice has recently sent an email to all staff regarding an additional weeks leave policy. This is where staff have the option to buy 1 week's additional annual leave (it's not enforced, it is only for people who wish to buy additional annual leave). IP can answer any questions / explain the policy in more detail if required.

Questions asked:

Does the practice find staff don't always use their annual leave up? We have experienced this with a couple members of staff, but not many at all. We don't like the thought of staff losing their annual leave hours, so we encourage all to be used up by the end of the year, but also allow for a maximum of 1 week to be carried over to the following year (but has to be used by March).

Car Park at CRS - is it possible for any PPG members to help with the car park at CRS again this year? All of the leaves have fallen and unable to see the parking spaces at the moment - TF and MS to arrange a date to come and do it.

4. Any Other Business

PD

IP action - to remind all staff about signing in / out book held in reception (mention at PLT).

5. Date of Next Meeting

Thursday 23rd January 2025 4.30pm