

Alney Practice Patient Participation Group (PPG)

Meeting 23rd January 2025

At Cheltenham Road Surgery

4.30pm to 6.00pm Prompt

Attendees:

Ilyas Piperdy (Pcartice Manager)

Chloe-Ann Renouf-Baldwin (Assistant Practice Manager)

Pamela Dewick (Chair)

Kevin Arrowsmith Denise Leach Jan Edgeworth Glyn Alcock

Terry Flowers Michael Sergeant John Weygang Nadia Schneider

1. Welcome and apologies

Pamela welcomed everyone to this, the first meeting of 2025.

There were no apologies

2. Matters arising from meeting held on 31st October 2024

Chloe asked if everyone had signed in when they arrived at the surgery - yes everyone did.

Bradford Factor Update

Ilyas explained that the Practice now has introduced this to the Practice in January. Ilyas explained that it is to control staff sickness. 90-95% of staff have no problem with it as it does not affect them. This is not temporary, this is permanent, it is now included in The Alney Practice Sickness Policy. Ilyas explained that the Practice does look into the reasons of sickness and take this into consideration.

PPG members - Volunteer Work to support Practice.

PD explained that she feels that PPG members are not being asked to do enough. CRB explained that this was discussed a while ago and the practice asked for help with the checking in screens, helping patients, directing patients to use the checking in screen more than queuing. Mondays and Wednesday 8:30am-10am & 2pm-3pm to trial first of all. MS asked if it can be highlighted that they are PPG members, not staff of the practice. MS also asked if the practice could provide a 'crib sheet' so the PPG are aware of what they need to inform patients. IP asked if maybe PPG could help promote the NHS app to patients. PPG would like the practice to provide a step-by-step sheet so they can show people how to do this. GA asked if there was anything else that can be done by the PPG members as he works every day of the week. GA mentioned communicating more with patients i.e. newsletters, PPG newsletter etc. PPG newsletter is something the group would like to think about. How would the surgery let patients know about this? Facebook pages, website, notice boards etc. IP and CRB explained that the Practice is unable to

send via post and text as there is a charge to both of these. GA will think of ideas / what we can include in the PPG newsletter. This will be reviewed and discussed at the next meeting.

ACTION: to review at the next meeting

3. Update of PPG Network Meeting on 13th December 2024

MS had attended the PPG Network meeting in December. He had submitted a report prior to the meeting. PD thanked him for attending the meeting.

4. Closure of Highnam Reception

IP

IP explained that the Practice has put a clear message out to everyone. The surgery has had lots of comments back about this and we are aware of this. IP provided a document with information about the closure of Highnam reception. PD asked what caused this, IP & CRB explained that it is a financial decision made by the practice. IP wanted the PPG members to read the document and if they have any questions, they can ask them during/at the end of the meeting. IP explained that there have been cuts throughout the practice. The practice has cut down on reception hours, nursing hours & admin hours. IP explained that things may change, and the practice will constantly review this as and when we can.

5. HCA Vacancy

A previous HCA left last Friday, She returned back to the ambulance service as it is what she loves to do. Interviews held recently, the nursing team and IP have come to a decision and have offered someone a job.

6. Practice Boundary Proposed Change

This is not set in stone. ICB sent out to all practices to ask if anyone wanted to amend/change their boundaries. The practice responded with what they would like. It is not 100% that this will be approved. The ICB will look at all of these requests and let surgeries know as and when. IP explained that this has come about as the ICB want patients to have more options of GP practices. IP explained that he does not have an idea of how long this will take / when the practice will hear back. IP explained that the areas that the surgery have 'removed' from the boundary will not affect anyone already registered at the practice, they can stay on the patient register list. It will only prevent new patients registering within those areas. IP explained that the surgery may review Innsworth, but this all depends what response the surgery gets. IP confirmed it is just a proposal for now and the surgery will keep the PPG up to date if we hear anything more.

7. Dispensary System together with EMIS/System One

The surgery has signed a new 4-year contract with ProScripts (EMIS based system). ProScripts are still looking at ways to integrate with System One. At the moment, the surgery has no plans to move to System One (but will be reviewed in the future).

8. General Practice Update

Majority of the practice update has already been covered or will be covered in the meeting (via the agenda). New receptionist started in December, 21.5 hours p/week. HCA left on Friday 17th January, the surgery has held interviews recently and have a successful candidate.

9. Wasted appointments / Booking appointments

A group discussion was had regarding this topic.

10. Telephone Call-backs

Great feedback from members of the group. Finding it very brilliant. Some members of the PPG were not aware of this feature and were pleased to hear about it.

11. To include update on Covid/Flu Clinics/RSV appointments

Cannot get COVID vaccines anymore. Patients are able to get a flu jab up until 31st March from the Practice . RSV still ongoing, still the same age range

12. AAY Other Business

- open discussion about appointments / availability / clinicians that the surgery have/employees.
- Sicknote requests and how does the surgery issue these. IP & CRB explained this to the PPG members.
- Online Forms via the website: CRB explained to the member of the PPG how to submit a query via the practice website. PPG members asked if it was possible to amend the practice website to make it easier for patients to access. CRB has submitted a request to the company who amends the practice website and will let the PPG know when this has been done.

13. Date and time of next Meeting

8th - 15th May 2025 at Cheltenham Road 4.30pm to 600pm

Summary of the Gloucestershire Patient Participation Group meeting 13 December 2024

The meeting was chaired by Sophie Ayres, Engagement Manager, NHS Gloucestershire.

The presentations covered the following topics:

An update on digital transformation and the NHS App introduced by Peter Wathen, Head of Digital Transformation, Gloucestershire Integrated Care System and Kevin Gannaway-Pitts, Senior Programme Manager Digital Primary Care, NHS Gloucestershire.

Links to their presentations are here:

NHS App presentation and Primary care NHS App presentation and Primary care digital update

Landline switchover to Digital Voice: continuity for people using Telecare introduced by Rebecca Parra, Senior Commissioning Manager, Technology Enabled Care, Gloucestershire County Council / NHS Gloucestershire and Chris Smart, Principal Digital Inclusion Officer at Gloucestershire County Council.

A link to the presentation is here: Digital switchover

Gloucestershire Talking Newspapers introduced by June Little, Chair of Trustees for The Cotswold Listener

Having your say in the NHS 10-Year Plan introduced by Becky Parish, Associate Director, Engagement and Experience, NHS Gloucestershire.

A link to the NHS website is here: Change NHS

The next PPG Network meeting will take place on Friday 7 February 2025 at 10 AM.

Subsequent to the meeting Sophie Ayres circulated the following email regarding upcoming surveys and opportunities for people to get involved in shaping NHS services.

Survey about information, advice and guidance offered to unpaid carers in Gloucestershire

Gloucestershire County Council is looking at how it communicates with older residents and their carers, as part of its programme for improving information, advice and guidance about adult social care in Gloucestershire. They have a short survey for unpaid Carers, here: Information, Advice & Guidance IAG - Carers Feedback. If you have any questions, or would like to know more about this work programme, please contact Abbas Veshmia Abbas.veshmia@gloucestershire.gov.uk Engagement & Participation Officer, Adult Transformation Team, Gloucestershire County Council

Oxford University Hospitals NHS Foundation Trust - Council of Governors election

The Council of Governors election at Oxford University Hospitals NHS FT will open for nominations from 16 January 2025. Elections are to be held for public and staff governors.

One of the constituencies encompasses Berkshire, Buckinghamshire, Gloucestershire and Wiltshire. Governors play a key role in representing the views of patients, public and staff members. They make sure services meet the needs of patients and members of the public. If you are interested in standing for election, further information is available here: Council of Governors elections 2025 - Oxford University Hospitals. If you have any questions, please contact ouhmembers@ouh.nhs.uk. NHS England recruitment of Lived Experience Partners for the Experience of Care Sub-Group

NHS England's People and Communities Division is seeking two Lived Experience Partners to help shape healthcare services at the highest level. Join the Executive Quality Group

Experience of Care Sub-Group, a key part of NHS England's quality governance structure. These roles directly influence how care experience is improved for millions of people. NHS England offers an involvement payment per meeting, and full support and training. The closing date is Monday 20 January 2025 and interviews are in the week beginning 27 January 2025 (via MS Teams)

For an informal discussion or to apply, contact: england.peopleandcommunities@nhs.net
Mark your application: "FAO: Executive Quality Group EOC Sub-group LEP application"
More information is available here: [NHS England » Lived experience partner - Executive Quality Group Experience of Care Sub-Group](#) and the application form can be accessed here: [executive-quality-group-eoc-lived-experience-partners-application-form.docx](#)

Michael Sargeant
January 2025