

The Alney Practice Patient Participation Group Meeting
The Alney Practice, 16 Cheltenham Road Gloucester GL2 0LS
Thursday 8th May 2025 4.30pm to 6.00pm

Pamela Dewick (Chair)

Denise Leach

Terry Flower

Kevin Arrowsmith

Janet Edgeworth

Glyn Alcock

Michael Sargeant

John Weygang

Ilyas Piperdy (Practice Manager)

Chloe-Ann Renouf-Baldwin (Assistant Practice Manager)

Welcome and Apologies:

Pamela welcomed everyone to the meeting. An apology had been received from Nadia

Membership update :

IP had given a name to Pamela to follow through which she did. However, the person has now moved to a different surgery (moved house). Pamela advised that Nadia is no longer working from home and has to go into office. She has asked if the group thinks she should resign? Following a discussion, the group said they should not ask people to resign based on this, that we need to try and accommodate everyone.

ACTION: PD to speak to Nadia and see what times / days she is available (face to face / remotely).

Highnam Reception :

IP explained that the office manager has sat at Highnam monitoring the workload that comes into the Highnam site, as the surgery does not want to overload any members of their staff/team. During the time that management have been sat there, there wasn't a massive number of reception queries going to the dispensary window (log done by management team as evidence). It is mainly dispensary queries with a couple of reception queries. PD mentioned she had been informed by a dispenser that it was a 60|40 ratio, IP and CRB disagreed with this and explained more about the worklog that has been done. The PPG group mentioned that the reception area did not look 'very welcoming'. IP explained that the surgery have now opened the reception area, lights on, all window blocks removed to make it look more open and 'welcoming'. There is now a bell on the reception window that patients can ring, and the dispensary assistant will come to the window to assist. The frosted glass has now been removed from Highnam as it made the dispensary look 'closed'.

JE brought the Highnam PCC Minutes to the PPG meeting and checked these minutes with IP.

PCC minutes - discussed with the group and IP and CRB explained certain points. In the Minutes it mentioned whether a member of the PCC could attend a PPG meeting. IP explained that it was said in the meeting that the surgery would ask the PPG members how they would feel about this and if this is something they wanted as a group. The PPG group agreed that a PCC member coming to one meeting every so often would be ok (not needed at every meeting). There was an error in the PCC minutes where it said that IP would consult the Senior Partners about a PCC member joining the PPG meeting. IP said this was incorrect as he had said he would need to consult the PPG.

ACTION: JE to arrange for the minute to be corrected.

PPG Newsletter:

GA had sent an email to members of the PPG group with ideas for a newsletter. A few responses were received which was good and the group seems supportive of this. If the group wants to go ahead with this ... how will this work? Who will contribute? Will the practice be involved with this PPG newsletter? IP confirmed that the surgery would not be involved in the PPG newsletter as the surgery believes it needs to remain PPG based. IP explained that the surgery can help publish and distribute the newsletter to patients and the surgery can view the newsletter and inform the PPG if something is not quite correct/needs altering before publishing.

ACTION: IP to contact 'The Village Link' and find out how we can publish with information about the surgery.

Is it worth having a PPG newsletter? The group agreed it would be worth a try and if it doesn't work, then it can stop but if it works then it continues.

ACTION: GA to email a few members of the PPG group (who are able / want to help), to write a few pieces to add to the newsletter and then send back to GA and he can collate it together and see how far the newsletter goes.

Covid Clinics Update from members

There had been lots of compliments from patients of how quick they were being seen in the clinic.

GA mentioned that he experienced 2 staff members parking in the front car park. IP and CRB asked that if this happens again, to let them know and they will speak to staff about it.

ACTION: IP & CRB to look into getting a no entry sign in the exit at CRS.

Checking in on Screen in Reception area

PPG has agreed that they are not going ahead with this project as PPG members are not DBS checked and have been informed that it is not suitable for the group to do.

Online Learning

Future Learn - offers free training modules. GA wanted to let the group know about this, in case anyone is interested in doing this (learning more about patient participation etc).

Friends and Families Report

See table below for results over the last three months.

Friends and Family Results:

	Feb 2025	March 2025	April 2025
Extremely likely	267	276	241
Likely	94	96	102
Neither	14	24	20
Unlikely	8	8	5
Extremely unlikely	2	2	4
Don't know	1	2	6
Total	386	408	378

Chloe advised that she analyses the figures each month to see if there are any big changes or whether the numbers are consistent.

General Medical Services Contract for GP practices;

The PPG Network is holding a meeting to inform/discuss this with PPG Members - it is open to all PPG members - The meeting is on TEAMS on Friday 30th May via TEAMS - 10am to 11am - all are welcome to join if they would like to.

Anyone who is interested in joining the meeting to give their name with permission to forward their email address to PD who will arrange registration. GA and JW expressed an interest.

ACTION: PD to forward names to NHS

Telephone and Online Appointments - clarity regarding the process:

MS was unaware that the Practice offered enhanced telephone appointments between 7-8am.

The group then had a discussion on how to book appointments and the options available

Any other business - Bring topics to the meeting

- GA had observed that patients in the reception waiting could read the screen of the computer operated by the receptionist and could read information regarding patients.
ACTION: IP & CRB to look at a way to stop the computer from being viewed in the reception waiting room.
Post Meeting Note: Members looked through the window as they left and agreed that the screen and its content was visible and could be photographed by a mobile phone.
- PD asked about a student from the University joining the PPG or even having their own PPG. IP suggested it would be a good idea to advertise in the PPG newsletter
- Walk, Talk, Walk (WTW) - JE asked how do we advertise the WTW to new patients as there are two to choose from - Highnam and Plock Court. IP explained that patients can be referred by the GP's etc. It could also be advertised on Facebook as well as on the Practice Notice Boards.
ACTION: IP and CRB to check notice boards and also to remind GP's that they can 'prescribe' the WTW to any patients that they think would benefit from it.

Date and time of next meeting

The next meeting will be held on 18th September 2025 at Highnam 16:30 although this might change if PPG members suggest it.

It was also agreed that IP & PD will meet up in July if any items arise.