

Alney Practice Patient Participation Group (PPG)

Meeting 13th November 2025

At Highnam Surgery

4.30pm to 6.00pm

AGENDA

1. Welcome and apologies

PD

Attendees:

Pamela Dewick (Chair) - PD Kevin Arrowsmith KA Denise Leach DL
Jan Edgeworth JE Terry Flowers John Weygang JW
Glyn Alcock GA Ilyas Piperdy (via TEAMS) IP
Chloe-Anne Renouf-Baldwin CARB

2. **Report from PPG Network Meeting** held by NHS on Monday 10th November
This item was held over to the next meeting. PD to share any presentations from this meeting with the group when she receives them

3. **PPG Newsletter Draft**

The PPG members discussed the Draft Newsletter presented by GL.as CARB was delayed because of a patient issue at the Cheltenham Road Surgery. Everyone thought the newsletter was really good and complimented GA on the work he had done. Members were impressed.

Printing queries: can the surgery cover printing costs for the newsletter?

It was suggested to start by printing 50-100 copies initially to see how the distribution goes, it was suggested that it could be put on the Surgery website and have a few copies in the Practice Waiting Rooms. It was also suggested it might be possible to get something in the Highnam Village Link Publication .

It was agreed that newsletters are proof read by IP. He will give any feedback including any changes that need to be made.

Action: GA is going to at other PPGs and see how they distribute their newsletters and feed back to the PPG/Practice

4. **Reporting of surgeries** doing more or something different re getting people back into the workforce - any information
- The Practice have not received any communications regarding this. It was agreed that if the Practice receives any notification on this, the PPG will be updated.

5. Update from Practice

IP/CR

To include update and feedback on Covid/Flu Clinics (from surgery staff and PPG members)

New Starters: Jade (Nurse) / Holly (receptionist) / Anna (receptionist) / Rosie (receptionist) / Morgan (receptionist - starts 1st December). There are currently 2 trainee pharmacists who work between the hospital and the surgery under Richard's supervision.

Staff Leaving: Jan (finance manager) / Julie Hewitt-Stubbs (leaving in March 2026).

Friends and Family Test Results October 2025:

extremely likely: 276

likely: 109

neither: 19

unlikely: 3

extremely unlikely: 5

| don't know: 1.

Flu & COVID clinics went really well - thanks for everyone's help. 1227 flu and covid vaccine co-administered this season | 2215 flu vaccines given by the Practice so far (can go on until 31st March).

Do not disturb signs have been placed on clinical doors for clinicians to use if they wish not to be disturbed during an appointment. This followed on from a complaint received due to an interruption from a member of staff. There have been no further complaints about this since and patients have actually noticed it and said it's really good to see.

Building - there are a few repairs in the surgery that need to be done - The handyman is aware of this and will be starting these bits soon. Another company coming in to sort the broken drain in the back car park. We have also got a sign to say 'no entry' to go in the car park - It needs to be mounted and put up. The PPG will be advise once it is done.

Action point: look at the lip by the front door - people in wheelchair struggles.

Recent PLT has just taken place. All staff did their CPR/BLS training & Fire Safety.

Dispensary - There have been quite short of staff in dispensary due to staff sickness. Hoping this is going to improve now as people are returning from sick leave.

Reception - there have been staff shortages in reception due to staff sickness. However, the management team have been stepping in where they can ensure the reception / calls are still dealt with smoothly.

Contract changes - there have been a few small changes. Patients are now able to contact the surgery between

8.00am --8:30am

1.00pm - 2.00pm

6.00am - 6:30pm.

The telephone messages have been amended to suit this and hopefully taking place soon. The phone message is slightly different.

6. Any Other Business

Online access for patients; there is a new option on the website (which is checked throughout the surgery open hours). The rule is that it requires a response on the same day. There has not been any negative feedback from this as of yet. The surgery will keep the PPG updated if this changes.

Number of PPG members - currently there are 8 members. That can be increased to 12. The Group need to think of ways to advertise the PPG.

ACTION - -CARB to speak to Fiona at PCN to see if the PPG can have a stand at the next PCN event.

7. Date of next meeting

22nd January 2026

4:30pm - 6.00pm

Cheltenham Road Surgery