

Alney Practice Patient Participation Group (PPG)

Meeting 5th February 2026

At Cheltenham Road Surgery

4.30pm to 6.00pm

1. Welcome and apologies

2. Attendees: Pamela Dewick (Chair), Chloe-Ann Renouf-Baldwin, Ilyas Piperdy, Terry Flowers, Denise Leach, John Weygang, Michael Sargent, Kevin Arrowsmith

Apologies were received from Manet Edgeworth, Glyn Alcock Nadia Schneider

Pamela welcomed a new member to the group: Clare McLeod
To include a New Member

3. Update from Practice

- Staff changes:**

Julie (Practice Nurse) and Deb (Receptionist) will both be leaving at the end of March. They have each worked at the surgery for many years and will be greatly missed. The surgery team will be getting together to say a final goodbye and wish them both the very best of luck for the future.

- Maternity leave:**

Anna and Kimmy are currently on maternity leave. Chelsea will also be going on maternity leave soon. We will be advertising for a maternity leave cover HCA during her absence.

- New Care Coordinator:**

Bethan Jones has joined us as our new Care Coordinator. She is settling in well, and the GPs are finding her to be a good support and help. The team discussed what Bethan does in this job role; assist with cancer care reviews / palliative patients / helping patients.

- Cheltenham Road tidy-up:**

We recently carried out a full tidy at Cheltenham Road, hiring a skip to remove old and no-longer-needed items. The whole surgery team was involved, and it was very productive. During this time, we also sorted medical equipment and now have a clear understanding of what needs to be ordered so that all staff have their own equipment.

- Patches (AI triage trial):**

We trialled an AI triage assistant, but it was not as successful as hoped. We have now withdrawn from this system and will explore other options in the future.

- **Spring COVID boosters:**

Spring COVID boosters will be starting shortly (dates to be confirmed). These are most likely to be delivered in-core using a “little and often” approach. If we do require any support, I will contact Pamela and ensure the group is kept informed.

4. *The Role of Practice Manager*

- The Practice Manager role explained as ensuring the practice runs safely, efficiently, and sustainably, enabling clinical staff to focus on patient care.
- Responsible for day-to-day operations, including staffing levels, appointment capacity, patient access, and managing unexpected issues.
- Supports staff through recruitment, training, rotas, and wellbeing, recognising staff support as key to quality care.
- Oversees practice finances and resources, ensuring budgets are managed responsibly within NHS funding.
- Ensures compliance with safety, quality, and regulatory standards, including confidentiality, safeguarding, and infection control.
- Leads implementation of changes in general practice, including new services, technologies, and systems.
- Works with the Patient Participation Group to listen to patient feedback and improve services.
- Balances patient demand, funding, workforce pressures, and safe service delivery.
- Many responsibilities occur behind the scenes, ensuring smooth running of services.
- Overall aim is to provide safe, effective, and sustainable care for the community.
- Appreciation expressed for PPG involvement and support.

5. *Alney Practice Newsletter Update*

All were impressed with the newsletter.

PD would like it to look in an A5 booklet style.

How would the PPG like it distributed? Website / Facebook / Some printed copies / copies in waiting rooms / village link - to be mindful of prices of printing etc.

We could include it in our practice leaflet.

ACTION - Opening Hours need to be 8am-6:30pm.

6. *At 4.50pm approx. we were joined by Rachel Merritt, PCN Network Business Manager*

Rachel Merritt our PCN Business Manager spoke about the changes to health and care commissioning in England. The changes which will come over the next twelve months will provide opportunity and challenges for General

practices as we know it. Rachel will come back in six months' time to update us when hopefully there is more clarity.

7. Any Other Business

PD

ACTION - Look at the notice board at Highnam surgery - make it look more presentable.

DATE OF THE NEXT MEETING:

Thursday 23rd April 2026 - Cheltenham Road.