

Alney Practice Patient Participation Group PPG

Meeting Thursday 14th May 2026

At Highnam Surgery

4.30pm to 6.00pm

MINUTES

1. Welcome and apologies

PD

Apologies received - none

Ilyas Piperdy (Practice Manager)

Chloe Renouf-Baldwin (Assistant Practice Manager)

Pamela Dewick (PPG Chair)

Kevin Arrowsmith

Glyn Alcock

John Weygant

Michael Sargent

Denise Leach

Jan Edgeworth

Terry Flowers

Clare McLeod

2. PPG Ideas

Guest Speaker: Caroline Smith - Senior Manager Engagement and Inclusion - Gloucestershire Health and Care NHS Foundation Trust

PD

- Caroline explained who she was and what her job is.
- Discussed what Alney PPG does and that it is really good. Caroline mentioned about the COVID clinics / Walk Talk Walks / newsletters and that this is good.
- GP Patient Survey Results - discussed. In future Terry has said that he will print copies of this to bring to the PPG meetings - no costs to the PPG members / practice - Terry is happy to cover this. The PPG have asked that when these results get published, that it is added and mentioned in the PPG meetings. A link is attached for anybody who wants to have a look beforehand: [GP Patient Survey](#)
- GP patient survey - might be worth adding this to the PPG newsletter to tell our other patients about it!

3. Covid Clinics Spring 2026

CR

- COVID vaccinations, Chloe will be able to provide an update on figures for patients invited and booked, as well as any areas where PPG support may be helpful.
- Arrive for 8:30am. 1st patient at 9am. We have access to the university car park again which is amazing and will help the day run really smoothly. Please remember this clinic is half day only - last patient will be at 1pm.

4. Update from Practice

IP/CR

- New starters: Sue / Yianna / Sarah
- Julie Hewitt Stubbs & Deb Doherty have now left. Olivia has started (new practice nurse) - settling in well.
- Pam will be leaving us at the end of June.
- We are also exploring an AI Docman solution. This is at an early stage—we had an initial demo. It could significantly reduce administrative workload, allowing time to be redirected to areas such as rotas and deductions, and help address current challenges with document filing and backlog management - we are going to go ahead with this as we think it will benefit the surgery massively.
- We have also just recently signed up to 'smart navigation' - this is a new system that will help our receptionists triage on the phone with patients when they make 1st contact - we have not gone live yet but will be going live soon. We will be able to give you an update at the next PPG meeting as to how this is going.
- We recently had our practice PLT - during this we had our basic Domestic Abuse training (held by GDASS). We had an open discussion with everyone from the practice after this (gives everyone an opportunity to bring anything up that they want / need to). All staff then had a game of rounders after - this was a really good team building exercise and all staff really enjoyed it. We have said that we will do this again as it really boosted staff morale.

5. Alney Practice Newsletter Update

GA/PD

- Example of the newsletter booklet was looked at. Everyone said how well it looked and how everybody loved it!
- GA did bring an example of another layout for the newsletter which looks really good also!
- Limited to 50 copies still at the moment (better to be 2 sides of A4 if possible - the other layout would work well with this).
- GA said that he would like to have some input from the rest of the group, and he did mention it is a lot of work for 1 person to do - GA would appreciate any feedback / support with the newsletter.
- Agreed that newsletters are to be quarterly.
- Please send specific ideas to GA - including practice update.
- Ideas: PPG helped support the change of phone lines and how successful it has been. Include friends and family results in the newsletter - maybe even some of the positive quotes from the friends and family results.

6. Any Other Business

PD

- Discussion was had during the meeting about appointment availability, and it was discussed that we have more appointment availability at Highnam. Chloe looked at example - Wednesday, 21 nursing appointments that were not booked at Highnam, but Cheltenham Road nurses were fully booked. Maybe it is a good idea to add this to our newsletters to get it out to the patients that we do have a lot of availability at Highnam that needs to be used! We explained that we currently have 2 nurses lapping over at the moment as one of our nurses is leaving and we wanted to ensure that our new practice nurse was fully trained before this.

- PPG members asked why a receptionist was taken away from Highnam and that Highnam patients miss it. Ilyas explained the reasons for this: funding / less footfall / centralizing the team so they are able to work better together etc.
- Highnam Good Neighbor Café - a lot of people from Highnam village attend (90-100). This will be a good place to have our newsletters on tables etc - all of the group agreed.

7. April Friends & Family Results:

Options	Total
extremelylikely	259
likely	70
neither	14
unlikely	4
extremelyunlikely	4
dontknow	0

Total responses: 351

8. Next Meeting: Thursday 23rd July at Cheltenham Road Surgery