

Alney Practice Patient Participation Group (PPG)

Meeting Thursday 23rd July 2026

At Cheltenham Road Surgery

4.30pm to 6.00pm

MINUTES

1. Welcome and apologies

PD

No apologies.

2. Covid Clinics Spring 2026

CR

- 660 covid vaccines given
- No bad feedback from patients
- Next lot of vaccines will be for flu & covid in October - we will let you know more when we know more (dates etc). most likely will be 2 Saturdays and then a few shorter week day clinics.
- Massive thanks to all of PPG members who helped - it really is appreciated. I know on the day we may not highlight how much we appreciate the help, but we really do and I can't explain enough how useful you guys are and when you are not there / have to cancel etc - we really do notice.
- Next time - get some tape to make the start of the waiting line clearer.
- Weekday clinics worked well.
- PPG thanked Chloe now.

3. Update from Practice to include staffing Update

IP/CR

- Olivia (new practice nurse) settled in really well. Working in between Highnam & CRS.
- Chelsea is now on maternity leave, and Elisha is covering her for her time off. You may see her as her clinic's officially start on Monday - she is working between Highnam & Cheltenham Road.
- We did have a new care coordinator due to start on 1st July - unfortunately, she decided to take another job offer a couple of days before her start date. Ilyas and Dr Stanbury held interviews today and have offered someone the job - they have accepted and we are super excited for them to start. Bethan is still around but works for the frailty team within our PCN.
- 3 of our maternity staff are not returning due to hours not working for them - we are very sad to see them go and wish them all the best! We will be recruiting for the remaining hours, but Sarah (originally maternity cover) has accepted a permanent contract and will be with us for 2 full days a week! We will keep you updated on the other hours we have remaining.

- Staff sickness - we have had a lot of staff sickness recently - all different reasons. As a practice we are looking at ways that we can improve the sickness levels.
- New system called MyBotGP is now in place - helping with the filing of admin letters (from hospitals etc) - difficult to say if it is working well for us or not at the moment but we hope that once the back log is cleared, it will work really well for us. We will keep you updated on this.
- We have our PLT booked for 3rd November - this will include mandatory training for staff and an opportunity for all staff to be together to have discussions etc.
- Just wanted to give a gentle reminder that if you have a manager's email address, please do not use this for personal encounters. We request that you follow the appropriate channels and contact the surgery via phone / front desk / website / practice email - if it needs to be sent to a member of the management team, it will be actioned by our care navigators.
- Recent GP survey results came through this morning - Ilyas has access to them and will go through the results with you during the meeting - results discussed. Pamela has the link for this - will send to terry - if they want to be printed, terry will print.

4. Alney Practice Newsletter Update

GA/PD

Everyone agreed that the new look of the newsletter looks really good / really easy to read. GA reminded everyone to send through things they think might be useful to include in the newsletter. GA is open to any suggestions to improve the newsletter.

Management can send the practice logo to go on the front of the newsletter - IP & CRB will send to PD to send on.

PD agreed to have her email on the newsletter.

All agreed to add the practice weblink for patients to access.

5. Managing impact of A40 Road Works

JE

- Not much of an impact to us at the moment.
- Surgery offer Highnam appointments if easier for patients.
- Staff issues with the road works; some staff leaving a little earlier etc but not had a MASSIVE impact on the surgery as of yet.

6. Any Other Business

PD

Options	Total
extremelylikely	279
likely	66
neither	16
unlikely	8
extremelyunlikely	5
dontknow	4

June 2026 Family & Friends test results.

- IP to speak to SF to set up a new email for PD - Alney based email.
- Follow up at next meeting - how many appointments available at Highnam.
- Action point: try to get DNA figures and send them to PD.
- NHS app - surgery need to look at NHS app 'service not enabled