

Alney Practice Patient Participation Group (PPG)

Minutes of Meeting held on

Thursday, November 27th 2020

The meeting commenced at 10 am via Zoom

In attendance:

Pamela Dewick (Chair) PD

Dr. Mike Delhanty (Alney Partner) MD

Katherine Holland (NHS Glos CCG) KH

Audrey Webber AW

Geoff Gidley GG

Rachael Banfield RB

Christina Carver CC

Heather Kerr HK

Ilyas Piperdy (Practice Manager) IP

Denise Leach DL

Jeremy Base JB

Chris Williams CW

Vivien Carey

Jan Knight JK

Apologies:

Jennifer Taylor

		Action
1.	Welcome and Apologies PD welcomed everyone to the meeting. Apologies as listed above.	
2.	Review of Meeting Held on 8/10/20 The minutes were reviewed by those present.	
3.	Matters arising There were no matters arising	
4.	Dr Delhanty (Alney Practice Partner) There were no specific questions for Dr Delhanty	
5.	Alney Practice Update (IP) COVID vaccinations Plans <ul style="list-style-type: none">• Currently just an expression of interest needed from the practice but it will be a quick turnaround from when plans are announced to when jabs are given• First cohorts will be carers, 80+• Primary Care Network (PCN) are planning so clinics will be held at Churchdown Community Centre• There will be separate planning for those that are housebound	

- Vaccine needs a freezer that stores at -70/80 degrees C and cannot realistically deliver this to every location; therefore one central HUB.
- There will likely be an allocated day for first cohort. Patients to be invited via letters/phone calls etc.
- Vaccination is two jabs so we will then need to invite for second dose. Some people may not have this out of choice
- Details are currently sketchy and no vaccine has yet been approved (Post Meeting note: now has been approved)
- Talk of Imjin Barracks/fire station volunteers- if help is required and this is fed to me by clinical director of PCN, then I will approach the PPG members

Flu Vaccinations Update

- We have now jabbed 72% of plus 65's;
- New cohort age 50-64 can have jabs from 1st December
- Additional Saturday clinics (December 12th) at Highnam and Cheltenham Road site for this but for any others that haven't had yet also. Around 600-700 appointments available between the 2 sites but we can order more jabs and extend numbers if demands require it. We have enough clinicians ready to do this

Econsult Update (to include accessing appointments)

- Yet to make a practice decision on whether to go ahead with this but have put on hold during COVID vaccinations and flu vaccinations etc. We have received some feedback to not take on. Will ask for more feedback and relay to Katherine Holland

Practice Staff Update

- Rachael Banfield: started in her role for the PCN as Social Prescribing Link Worker
- Chloe Ann Renouf Baldwin: new lead receptionist- already looked into making changes to try and make more routine appointments available/ other processes. Also work such as new blinds on reception at Cheltenham Road site etc. We are looking at creating a triage list which allows for correctly signposting so things that do not need to go a GP are prevented from doing so leaving them with more time for urgent matters
- We have a new section on wellbeing part of the website where you can use your postcode to find services closer by to you
- New Practice Nurse: Sarah Rochester starting on 7th December but initially shadowing so will be early January before having her own clinics

	<p>Highnam extension (Plans for each site)</p> <ul style="list-style-type: none"> • Building works now onto new waiting room area • New reception/dispensary area done and being used Dispensary looks like an actual one-very professional looking • Active consulting rooms are on extended side - 3 rooms. Next phase will get the other 2 rooms in-between ready and final phase will complete waiting room + final room on extended side • Works look like they could be completed very early in January • We are looking at our check-in/media screens etc. with IT • Once complete, we will review spread of clinicians across the 2 sites 	
6.	<p>Alney PPG Update</p> <ul style="list-style-type: none"> • It was agreed that PPG Zoom Meetings should be one hour long • Requests for additions/changes to the Alney Practice Website to be submitted through IP • The Alney Practice Newsletter will be included in the next Highnam Parish Link • Raising awareness of the PPG: suggestions of leaflets at the Covid vaccination centre (Churchdown) and in shops, publicity in 'The Local Answer' ? 	
7.	<p>Guest Speaker: Rachael Benfield (Social Prescribing Link Worker, Alney Practice):</p> <p>'The Social Prescriber Role in the Surgery'</p> <p>Rachael shared some of the occasions when a patient might be referred to the Social Prescribing Link Worker. She said that she will be aiming to make first contact within three working days of the referral. All referrals must be made via EMIS task. She advised that the list is not complete:</p> <ul style="list-style-type: none"> • Pre-diabetic patients • Patients presenting with anxiety/depression who don't need the support of CMHT (Community Mental Health Team) first • Patients struggling to cope with long term conditions - Asthma, COPD, Cancer, poor mobility • Patients feeling isolated or alone • Patients who feel overwhelmed with life ie housing issues, benefit claims, childcare issue • Weight, smoking, alcohol problems 	

	<ul style="list-style-type: none"> • Grieving • Relationship problems • Domestic abuse • Unemployment • Carers needing support 	
8.	<p>Katherine Holland (Gloucester Clinical Commissioning Group): 'Fit for the Future'</p> <p>KH gave a brief update of the project. She invited members to take part in the planned Consultations saying their contribution is invaluable.</p>	
9.	<p>Questions from members:</p> <p>NOTE: IN FUTURE, PD TO OBTAIN ANSWERS TO QUESTIONS IN ADVANCE OF THE MEETING AND CIRCULATE THESE TO PPG MEMBERS</p> <p>a) How is the Practice helping patients during Covid ? (JB) In response, AW outlined the comprehensive support that the Highnam Good Neighbour Scheme is offering residents, including shopping, collecting prescriptions, lifts, posting letters and parcels, computer assistance, walking dogs, small jobs in the house e.g changing a light bulb, helping with non-legal forms etc.</p> <p>b) CC asked about patient access online and being able to see hospital letters: IP said he would make enquiries</p> <p>POST MEETING NOTE: A few months ago, EMIS Web I(the Practice Clinical System) advised the Practice to de-activate this feature because patients were able to see the letters before the GP could. EMIS are still working in a fix and will advise when the fix has been applied. Then Ilyas will re-activate the feature</p> <p>c) Improving outdoor queuing at the Highnam Surgery: use of gazebos suggested. IP will pursue this.</p> <p>d) Are additional services still being offered at the Alney Practice eg Cryotherapy ? IP said he would make enquiries</p> <p><i>POST MEETING NOTE:IP confirmed the Practice does provide Cryotherapy but only for pre-cancerous conditions. If it is not cancer, then this would have to be done privately</i></p> <p>e) JB asked about the response given by the Practice receptionist etc when they answer the phone. IP It agreed that receptionists answering the phone should give the name of the Practice followed by their first name</p>	<p>IP</p> <p>IP</p> <p>IP</p>
10.	<p>Any Other Business</p> <ul style="list-style-type: none"> • It was agreed that PPG Members email addresses would be 	

	shared within the Group	
12.	<p>Date and time of the next meeting</p> <p>The next meeting will take place on January 15th 10.00am via Zoom.</p> <p>The meeting closed at 11.05 am</p> <p>NOTE: The January meeting was postponed until 5th March due to the effects of Covid</p>	