

**Alney Practice Patient Participation Group
Tuesday 17 May 2022**

Meeting Minutes

Attendees

Pamela Dewick (Chair)
Geoff Gidley
Denise Leach
Terry Flowers
Pam Cashmore
Rachael Banfield (from 12 noon)
Ilyas Piperdy (Alney Practice)
Abby House (Alney Practice)

Apologies:

Jennifer Taylor
Karen Preece
Jeremy Base
Caroline Smith (GCCG)

Pamela welcomed everyone to the meeting and reported that, sadly, Audrey Webber has stepped down from the group. She requested some additional recruitment activity, which Abby agreed to do through Facebook, the newsletter, in reception (TV screen) and via the practice texting system.

The group agreed that there would be some benefit in moving feedback slips to a more prominent position in the practice waiting area.

Actions from the last meeting

- Caroline connected Rachael to Kevin Gannaway-Pitts
- The first two Walk Talk Walks have taken place - Rachel to update during the meeting
- Rachel has added a disclaimer to the Walk Talk Walk form - Ilyas is still to follow up insurance implications of this
- Pamela circulated the Active Practice Charter to the group
- Ilyas used the text message service to alert patients to the latest newsletter
- Ilyas shared the PPG report on the entrance area in Cheltenham Road with partners. They agreed options are limited at the moment but they would consider the feedback should there be the option for a new build in future
- Ilyas circulated an interim update four weeks after the last meeting. The group agreed this was helpful and Ilyas will do this each time.

Practice Update - Ilyas and Abby

New starters - two new receptionists, both called Gemma. Pamela gave positive feedback about Charlotte, who recently joined the reception team, which Ilyas has fed back.

Two new care coordinators have started (Helen and Jackie) - they are looking at the practice's palliative care patient to coordinate support. Jackie just works for Alney Practice and Helen works across Alney and Hucclecote.

Imogen, a new Practice Nurse, has now started. She is a prescriber and we may see this area increase over time. A new phlebotomist, Sara, has also started, working three days a week.

Andy is on a rotation placement with the practice as a paramedic, overseen by Dr Stanbury, and likely to be focusing on home visits across the five NSG practices

Clinics have taken place for 4th Covid jabs for those who are eligible. Covid jabs will now be dealt with in practice and the Churchdown clinic and booking line have closed. Further information about autumn/winter is awaited. Pamela offered assistance from the PPG if required and Ilyas noted that help with marshalling may be appreciated.

Abby updated on the Community Pharmacy Consultation Scheme (CPCS), which allows practice reception staff to book patients in to a consultation with a local pharmacist for certain ailments. Reception staff will shortly receive training to allow them to start this. The practice will promote on Facebook and on the waiting room screens.

Ilyas confirmed the PCN has a team of around five pharmacists and pharmacy technicians. One has just passed his tests for prescribing and will be specialising in hypertension consultations with patients.

The practice has to carry out a Friends and Family test with patients, to collate feedback which is shared with the CQC - Abby asked how the PPG might be involved in this. Abby is happy to share this feedback with the PPG to inform the group's work/focus. Geoff noted the importance of coordinating with the PPG's own survey activity and Ilyas added that the GP Survey could feed in.

Pamela asked whether the broken prescription post box has been replaced. Ilyas confirmed a new one is being ordered.

Update from Rachael Banfield

Rachael reported that two Walk Talk Walks have now taken place, attracting participants who normally struggle to engage in these sorts of activities. There has been a lot of chat and laughter and there has been a clear positive impact. A third walk is due to take place the day after this meeting. Some practice staff are worried about joining as they may miss lunch or be

asked about medical issues or complaints - Pamela noted that she would intervene if this was the case.

Rachael has introduced a disclaimer, completed at the point of signing in, including emergency contact number, permission or not to publish photographs and a statement that they participate at their own risk. Kevin Gannaway Pitts from the Aspen Centre confirmed this was sufficient and a change to the practice insurance was not required.

Pam congratulated Rachael on her work to organise the walks.

Rachael has also been working with Becky Parsons (the practice's health and wellbeing champion) on the Active Practice Charter - which aims to reduce sedentary behaviour and increase physical activity amongst staff and patients. Part of this is partnering with Park Run, as well as a standing space the waiting room and standing desks for staff and signage the using stairs is better than the lift. There is also potential to use the waiting room screen to guide patients through seated exercises.

Newsletter Update

Following Audrey's departure, a new lead is required for the newsletter - Pamela is happy to help with typing and formatting, etc. but would need assistance with basic step of gathering information.

Ilyas noted that it is a practice responsibility so it could come back to the practice to do - it may be that the frequency is reduced due to staff capacity.

Geoff noted that lack of volunteers is linked to PPG membership and reinforced the need for recruitment. Pamela will speak to the Aspen PPG to understand how they selected members when they were oversubscribed.

Date of Next Meeting

To be confirmed - possibly 12th or 13th July, morning or evening depending on availability

Summary of Outstanding Actions

1	Ilyas to investigate implications of Walk Talk Walk and Active Practice on insurance	Ilyas
2	Caroline to send link to Healthwatch report on contacting practices remotely and the link to the current consultation on the ICB priorities to Pamela	Caroline

3	Ilyas and Abby to carry out a PPG recruitment drive (details in notes)	Ilyas / Abby
4	Abby to move feedback slips to a more prominent position	Abby
5	Abby to share Friends and Family test feedback at the meeting after next	Abby
6	Pamela to speak to Aspen PPG re. recruitment process	Pamela