

**Alney Practice Patient Participation Group (PPG)**  
**Thursday 9<sup>th</sup> February 2023 4.30pm-6.30pm**

**Meeting Minutes**

**Attending**

Pamela Dewick (Chair)      Ilyas Piperdy (Practice Manager)  
 Denise Leach                      Geoff Gidley  
 Jan Edgeworth                  Caroline Smith (ICB) (On-line)  
 Terry Flowers (On-line)      Jeremy Base  
 Chloe-Ann Renouf-Baldwin (Assistant Practice Manager)

**Apologies**

Kevin Arrowsmith              Bill Badham  
 Pam Cashmore

<b>1.</b>	<p><b>Welcome and Apologies</b>                  Pamela welcomed everyone to the meeting .                  Apologies were received from Kevin Arrowsmith, Bill Badham and Pam Cashmore.                  Pamela said that we received two resignations since the last meeting:                  Karen Preece (moved out of County) and Jennifer Taylor (change in work situation)</p>	
<b>2.</b>	<p><b>Notes of meeting held on 1<sup>st</sup> November 2023</b>                  Unfortunately due to the Agenda having to be turned around, the meeting did not go through the notes, just the actions</p>	
<b>3.</b>	<p><b>Outstanding Actions:</b>                  The outstanding items appear in the Agenda for this meeting except</p> <ul style="list-style-type: none"> <li>• IP to follow up Parish Magazine contacts to promote information about the practice and health and well-being</li> <li>• IP to consider wording for a text message to promote the PPG being clear that we are not recruiting members</li> </ul>	
	<p><b>Hedge Cutting at Highnam:</b>                  Ilyas confirmed this had been done</p>	
	<p><b>Missing No Entry Sign:</b>                  The Partners have approved an action to replace the missing No Entry sign at the Cheltenham Road Entrance</p>	
	<p><b>Purchase Display Boards:</b>                  GG said that KA had arranged for a pop up table board to be made. Thanks were given to Kevin for arranging this. PD also borrowed a table display board from the ICB.</p>	
	<p><b>Healthwatch Questionnaire:</b>                  CS had emailed it to Pamela who sent it to the group. She apologised for the delay.</p>	

	<p><b>Patient Questionnaire:</b>  GG said that he and JB has considered putting together a patient survey but felt that it was a duplication of the National Patient Survey. IP suggested that this year's results might be worth waiting for. JB said he had misunderstood and had thought the Practice was not in agreement with a patient survey. This was not the case. IP said the National Survey will not come out until July but Alney will only have a very small representation in it. TF said that we need local information; otherwise we will never achieve anything. JB does not want to wait as his experience is that the service is appalling.</p> <p>CS is willing to join a group looking at devising a questionnaire. She also asked IP if he was able to add his own questions to the Friends and Family test. She will check to see if Cheri (ICB) can help.</p> <p>CS asked if Alney were able to text patients following an attendance at the Practice, asking them to share their experience. CRB raised concern that some patients complain about the number of texts they receive. CS suggested it could take place for a short time. IP will gather figures from the Friends and Family test for the last 3 or 4 months and email them to PD. This information together with results from the National Survey could be used to form a Patient Questionnaire. PD suggested a group, including CS could come together to identify suitable questions.</p> <p><b>ACTION: PD to put a group together once IP has sent her the figures</b></p> <p>JE raised a concern that Highnam will be excluded  IP can put questions onto the Practice Facebook site</p>	
<p>4. &amp; 5.</p>	<p><b>Alney Telephones and Reception to include Appointments</b></p> <p>Telephones: IP said that the phone system is no longer dropping out call when they get to number 3 in the queue.</p> <p>CRB said there are now more staff in training. She also agreed to send reports of timings for us to look at.</p> <p>IP said that demand is bigger. There is a new manager in reception. Checks are made to see the number of calls answered. Checks are also made with the Practices in the PCN comparing figures.</p> <p>Staff changes: Staff are leaving Reception; some are retiring and some are changing roles</p> <p>IP offered to take PPG members into the Reception are to look at the 'call waiting' board. Various ideas are being looked at in order to improve the phone answering.</p> <p>The Practice has taken on an Advanced Nurse Practitioner (ANP) - working days are Mondays and Wednesdays. However, this is only to help out during the winter months, until the end of March when it will be reviewed again.</p> <p>JB stated that people are not getting appointments. He said that he talks to the staff and the GP and told them it took him a month to see a doctor.</p> <p>JB complained that he had sent emails to PD asking for an extraordinary meeting to discuss all of this and his request was ignored.</p> <p>GG commented that it is confusing to decide what is routine and what is urgent. IP has a list of questions that receptionists can use to decide what is urgent and what is not.</p> <p>GG emailed a newspaper article to PD regarding the difficulties nationally in getting an appointment.</p> <p><b>ACTION: PD to talk to other PPG's to see what their experience is</b></p>	

	<p>JE asked what proportion of appointments are made on line. IP said he did not have this information.</p> <p>The website has an 'Ask The Practice' section which is good and gets answered.</p>	
6.	<p><b>System One</b></p> <p>IP reported that the Practice is currently presenting a business case. This is part of the process for switching to System One. One consideration concerned the use of the pharmacy at Highnam. However System One can now accept internal prescriptions IP reported that 74 out of the 78 Practices in Gloucestershire are using System One. All of the Practices in our PCN (Primary Care Network - Alney, Longlevens, Churchdown, Brockworth, Hucclecote) are now using System One apart from Alney.</p>	
7. & 8..	<p><b>Make Life Better for the Patients - the PPG help the Practice</b></p> <p>There is a difference between the two Practices.</p> <p>JB suggested the PPG sort out the Car Park and garden at Cheltenham Road. He had done that in the past and suggested the PPG could do it again.</p> <p>There was a query over the Cheltenham Road site Reception Area. The PPG had previously raised this problem. It was agreed that the Cheltenham Road site was not fit for purpose.</p> <p>TF asked IP about the funding and if it depends on the number of patients at the Practice. Is there a maximum number. IP said the amount of funding depends on the more patients you have but the number of Doctors also has an impact. There could be a new build in five years or so!</p>	
9.	<p><b>Walk Talk Walk Update (known as SWAT - Surgery Walk and Talk)</b></p> <p>PD reported that SWAT was still going well with an average of 15 attending each walk. Rachael has been on sick leave so the text reminder had not been sent out each week. Fortunately a Whats Apop group had been set up and PD was able to use that to remind patients of the walk</p>	
10.	<p><b>PPG Promotion using Practice Noticeboards</b></p> <p>The noticeboard at Highnam is very small and needs to be bigger so that there is more information for the patient to look at. GG had prepared a poster for discussion to be put up in both Practices. It was suggested that the wording for the 3<sup>rd</sup> paragraph could read:</p> <p>We will look at all issues and solutions that will benefit our patients'</p> <p>JB said he knows someone who can design a poster</p> <p><b>ACTION: JB to make enquiries and produce an example for the group to look at</b></p>	
11.	<p><b>Any Other Business</b></p> <p>There was no other business</p>	
12.	<p><b>Date and Time of Next Meeting</b></p> <p>It was agreed that meetings would be every other month and alternate between Wednesdays and Thursdays</p> <p>Next Meeting: 19<sup>th</sup> April 4.30pm to 6.30pm</p>	