

***Alchester Medical Group PPG will***

***Contribute to the continuous improvement of services.***

***Foster and improve communication between the practice and its patients.***

***Help patients to take more responsibility for their health.***

***Provide practical support and help to implement change.***

Attending – Dr Toby Lo, Michelle Chodynietki, Laura Cooper, Chris A’Court, Sue Wilde, Rowena Dossett, Norman Ruby, Alison Waters, new member Clive Morris

Apologies – Vicki Whadcoat, new (returning) member

**1. Review of previous actions**

- George Thomas returned to the PM role, Practice actively looking for a new PM
- New GPs joining us, also Dr Hill on long term sick leave, and trying to recruit more
- Building refurb status update
- Private practice that the Partners had opened has now closed
- Spring vaccination programme was underway
- All agreed PPG would continue without a formal Chairperson
- Some ideas for the PPG to engage with the local community
- Healthwatch video re: PPGs was circulated

**2. Friends and Family test results - LC**

- Friends and Family – every time a patient attends an appointment they are then sent an automatic text asking them if they feel we have given them a good service, and there is space for the patient to add some further feedback if they would like.
- Average responses per month for our ‘Friends and Family Test’ is 741 (other practices around the 200 number)
- Average recommended percentage is 95%
- Average not recommended percentage is 3%
- These have been averaged over the year
- All comments from the monthly results are included in the survey results that are circulated to the staff each month

Q: Are the ratings published each month? On the website or elsewhere? So that if patients wanted to rebuff the negative comments on social media they could refer back to?

A: on our website there is a Friends and Family Test results page:

<https://www.alchestermedicalgroup.co.uk/friends-family-test> - also we have to report the numbers monthly to the NHS.

- Practice will be starting a ‘did you know’ sort of campaign which will highlight the positive things about our practice (watch our social media for this) which may help with patient advocacy. We may also do some work on highlighting our Friends and Family results.

Q: What about patients who don't use technology – could there be a paper option?

A: we don't currently have a paper option (having paper options around across the sites would make it difficult to manage and monitor) but this is something that we can look at in the future.

### **3. Latest Practice updates (including staff and Langford premises development) – Dr Lo**

- To confirm we have Michelle as our new practice manager. George will continue to work at the practice until April, so there will be some overlap where Michelle can shadow George until he leaves.
- We have a Compliance and Quality Manager - Louise, she started in February. Her main role is CQC compliance and making sure we are fulfilling the regulations.
- Operational Manager – Leigh (previously our Patient Coordinator Manager (Reception)) – her role is to oversee the operational side of things at the practice.
- Dr Hill still on sick leave, continuing her treatment.
- Two clinical pharmacists have left our practice, we have hired a new one and will try to hire another one.
- Two GPs have left our practice – Dr Rajan and Dr Tough – their replacements are Dr Asif and Dr Ravishangar, both males. They will be looking after the patients from Dr Rajan and Dr Tough, as well as Dr Hill whilst she is on leave. These new GPs will be doing more sessions than the GPs that have left us, so we have no plans on recruiting more at this time.
- Dr Bate is back from her maternity leave.
- We had our quarterly Protected Learning Time (PLT), which is when the practices across the county are closed for one afternoon to allow for learning time. We held a discussion with the Patient Coordinators (PC) team and the GPs about how we can improve access and the patient experience. You may see minor changes over the next few months, this should help improve patient access, reducing multiple patient contacts and signposting patients to the right services.
- If any of the PPG have any ideas, feedback, support that you can give to the practice with ways we can engage with the community more please let us know, we would appreciate it.
- Update on the Langford refurbishment: no further updates at this time, we have submitted the bid to the ICB and it is being reviewed. As soon as we know any more we will let you know.

Q: Will you have to move any other patients to different GPs?

A: Yes some patients will be moved from the old GPs who have left to the new GPs who have joined us, and also our existing GPs are currently over subscribed, so we will be moving a small proportion of patients to a different GP to ensure each GP is not over subscribed.

Q: Dr Tough did 4 days a week, one of the new GPs will be doing 3 days a week, will the patients moved to the new GP have more of a problem with access?

A: No, although Dr Tough did 8 sessions, she actually spent some of her time doing a Fellowship, which is her developing her skills. So her clinical sessions were already reduced.

Q: Would you consider 'pairing' up GPs who don't work more than 3 days a week so that patients would have a better chance of getting a routine appointment?

A: We recognise that some GPs don't work every day – although only one of our GPs works 5 days a week – it can be a struggle, however we do have to ensure that each patient has a 'named GP', and also we are always looking at our appointment system and trying to tweak things so that we can get better access for our patients, for routine appointments. And to stress, for urgent on the day appointments we will always offer appointments.

Q: Regarding the 1<sup>st</sup> October contract changes to Primary Care, are Alchester on top of that?

A: Yes, we are aware of the changes and we are already doing most of this, there are some changes we need to make but we are aware and working on it.

#### **4. New Practice Manager – MC**

- Happy to be invited, and involved in the PPG
- Does not have an NHS background but does come from public sector, education (higher education and university)
- Worked to support employees and also student groups
- Joined Alchester in early September

#### **5. Winter vaccination programme, volunteer programme**

- Programme is about to start (flu and covid) – patients who are eligible should have received an invite for our clinics.
- Eligible patients information has been put up on our social media and website, the eligible patients change every year so we try to make our patients aware of the changes.
- The changes have been decided by the Vaccine Committee, the links to the info from them are on our website.
- Clinics held every Thursday in October from the 9<sup>th</sup>, held at our Langford site.
- Volunteer plans are in place to assist the nurses with this (inputting data/coding)
- If anyone would like to join the volunteer team please let Chris know

#### **6. PPG feedback, questions**

Q: Is there any way you can change the 'no repeat prescriptions requests' at Langford, can you create a box or something? Difficult for patients who are unable to get to Victoria House to drop off their repeat prescriptions?

A: We will definitely look at this, there may be a reason as to why we've put that into place in the first place.

- The posters look quite untidy in the waiting rooms
  - o We are aware and may be able to dedicate some time to tidying the waiting room posters up at some point in the future (such as our next PLT)

Q: Is the practice going to get involved in AI within the healthcare setting?

A: We are looking into different AI products, we have been talking to different product leads and seeing what is available and would work for us.

If you have any ideas about any potential AI products we can use, please contact us and we can look into it.

#### **7. AOB**

- Bicester PCN initiative, the Digital Café – we've got involved with this. This is a way for patients who are unsure about the NHS App and would like help, to learn about it and sign up for it. It will run on the third Friday of each month starting in November. We've managed to recruit some volunteers to run the café for this – there are enough volunteers for now.
  - o Has been run throughout Oxfordshire, and the Bicester PCN have also run them at both the Health Centre and Montgomery-House Surgery, have been quite successful

- Will be held at our Victoria House Surgery
  - The practice will advertise it
- Please send the practice any questions if you have any going in-between our meetings and we'll do our best to answer them. Email: [bobicb-ox.alchester.ppg@nhs.net](mailto:bobicb-ox.alchester.ppg@nhs.net)
- New potential members have been enquiring about the PPG, so we should hopefully have more members at the next meeting. Please point anyone who would like to join in our direction.

**Next meeting:** January 2026, potentially 21<sup>st</sup> January