

# Minutes

## Patient Participation Group

Wednesday 27<sup>th</sup> January 2021 – 12.00pm

Western Elms Surgery      Chair      AP      Minutes      LL

1.	<p>Attendees:</p> <p>CL PPG: Debs, June, Peter WES PPG: Alan, Alice, Beti, Hazel A, Colin M, Hazel M, Marilyn, Shaheen, Susan A, Susan P</p> <p>Surgery: Lisa, Lucie, Jackie, Jane, and Dr</p> <p>OjiApologies WES: Murray, Rebecca Apologies CL: Chris, Colin, Jayne, Lesley, Lynn, Maggie, Mike, Norman, Philip</p> <p>Due to Lockdown 3.0 we held the meeting virtually using zoom.</p>		
2.	<p>Minutes of last meeting and matters arising</p> <p>Alan welcomed everyone to the meeting and hoped that everyone is keeping well and getting through the pandemic. This is the second joint PPG meeting with Circuit Lane and Western Elms surgeries.</p> <p>Lucie apologised for not creating a PPG poster and will endeavour to put one together by the next meeting to distribute to those members who provided contacts/locations to publish it.</p> <p>The minutes of the last meeting were voted as accurate and accepted.</p>		
3.	<p>Financial</p> <p>Treasurer</p> <p>Update</p> <p>Lucie advised that in 2019/20 it was agreed that each PPG within the PCN would cover the cost of one of the three PCN Meetings that were held. WES PPG paid for 2 of these meetings and we have since been reimbursed by the PCN. We would like to reimburse WES PPG for the cost of these which amount to £65.00. WES and CL PPG's have also had £5.00 donated from a patient. Lucie will write a cheque for £65.70 and will put it in the post to Susan along with £2.50 in change. The remaining change of £2.50, Lucie will send to June.</p> <p>The treasurer report was voted as accurate and accepted.</p>		
4.	<p>Surgery News – Lisa</p> <p>COVID vaccine - Vaccination clinics</p>		

We have been approved by the NHS to provide a Covid vaccination clinic at Circuit Lane for the 45,000 patients across the PCN. Tilehurst Surgery has been providing staff to help run the clinics. To date, since 22<sup>nd</sup> December 2020, we have now done 4000 vaccines which is a fantastic achievement. We have received the most amazing feedback including letters, emails and comments on the relevant facebook pages. The staff have been working exceptionally hard and are shattered. Two examples include vaccinating 800 patients in one day at 30 second intervals and vaccinating 1200 in two days with the Pfizer vaccine after receiving delivery of the vaccine the day before the clinic. We feel it is morally correct to run a vaccination centre at Circuit Lane and we feel blessed that we have been given this opportunity. Nursing home patients have been vaccinated ahead of national targets and we are half-way through vaccinating our housebound patients. 50% of housebound patients have also managed to get themselves to the clinics and we've very few no shows. We are somewhat ahead of the game of other surgeries in the local area. Please share the good news with friends and family!!!

#### Covid vaccine – feedback

Lisa commented that we had received some negative feedback regarding patient's experiences at the clinics. Here are some of the examples:

1. Mum had to wait outside in the cold and felt that they hope the 2<sup>nd</sup> clinic should be run more efficiently. Our response is that in the over 80s infection migrates indoors and we need to ensure we follow the guidelines of hands, face, space.
2. We have seen the lovely vaccination sites on the national news. Why haven't we been offered something similar?
3. We have been misled by the surgery and told an untruth regarding not being given the second vaccine three weeks after the first dose. They feel it has been our decision and have therefore put the patients at risk.

Alan commented that it has been a government decision to delay the second dose of the vaccine. His experience of the vaccination clinic was brilliant. The staff were superb, friendly, helpful. All in all it was a first class service and there should be no complaints.

There needs to be one week between having the flu vaccine and the Covid vaccine and Dr Oji explained that any side effects are reported to NHRA

#### Flu vaccine -

We are still doing flu vaccines and we are hoping to end our flu vaccination programme in March. We are planning to have 2 clinics, end of February and beginning of March, and then we will be able to focus our resource on the Covid vaccination.

#### Staffing –

Two new members of staff, Marion and Sejal have joined the pharmacy team and the final two will be starting next week. Sally is still working in the

team and Dr Millar is supporting them and updating policies and procedures. A new physician's associate, Nirali, started just before Christmas and is settling in. She is currently doing asthma reviews, MDTs and is managing the care home ward round. We are responsible for the 75 beds at Parkside Care Home and she will be the point of contact. Dr Oji explained that a physician's associate is relative new role in the UK. The role is very popular in America and Africa. The training takes 4 years but they are not a doctor. They are able to take a patient's history, exam them and form a plan but they can't prescribe so they would provide their findings and review them with a doctor. A doctor or pharmacist would then prescribe.

Susan Arstall asked how is she addressed. Lisa confirmed that it would be Nirali or Miss Ladva.

Telephones -

Lisa commented that the reception staff are an amazing team. They are being constantly bombarded and we are having to use some staff to run the Covid vaccination clinics which has an impact on everything else we do. These are definitely testing times but we are getting a new telephone system on 2<sup>nd</sup> March which will allow us to have one telephone number.

Footfall –

Footfall is increasing and ultimately is saving a phone call into the surgery. We will email the Footfall statistics for December 2020 and please can you come back with one question regarding what you would like to improve or explain. We are also looking at combining the websites, policies and the Facebook page. We are one surgery!

Flats, Oxford road, protective list size, new patients, nothing to grow our list, naturally growing, online, steady stream of registrations every day. 28,000 list size.

5. WES PPG Issues –

Alan asked whether, we as a surgery or the RBH are consulted when local planning applications are submitted which will inevitably increase our patient numbers. Lisa explained that the planning authority would consult with the CCG. A PCCC meeting takes place quarterly where previous members of the PPG have tabled questions prior to the meetings. Lisa to send the PCCC information to Alan.

Shaheen raised a query regarding blood tests as she had tried to book an appointment online but had received no response. Lisa explained that all the nursing appointments have had to be changed depending on when we receive the Covid vaccine and it's prohibiting us planning ahead. There will be more availability next week as we know when the Covid clinics are and we'll fit the nursing appointments around them. We receive less notice with the Pfizer vaccine and we have to get rid of it more quickly due to its longevity. Lisa will look into nursing appointments and ensure that there are sufficient appointments available.

	<p>With regards to the second appointment for the Covid vaccine, we had to contact all the patients who attended our first Covid vaccine clinic to cancel them We have received no confirmation on when we will receive the 2<sup>nd</sup> vaccine and we will wait until we have confirmation before contacting patients.</p>		
6.	<p>CL PPG Issues –</p> <p>There were no issues raised by CL PPG.</p>		
7.	<p>Patient Voice</p> <p>There is no update as the next meeting is not scheduled until 9<sup>th</sup> February.</p>		
8.	<p>AOB</p> <p>Debs wanted to express her thanks for all the hard work the surgery has been doing and for us to pass it onto all the staff. She commented it's all about community confidence and working together. She advised that the testing centre at Prospect Park has been put forward as a potential vaccination centre but in a different model.</p> <p>Philip asked whether we are able to use every vaccine that's available. Lisa confirmed that home visits are made, people in the local community are contacted and all staff have also been vaccinated.</p> <p>Alice advised that the eye screening service appointment she had been given by Health Harmonie was at Woosehill and that practically that was too far to travel for probably a large proportion of patients. Since the meeting Dr Oji can confirm that it is clear that all patients in Berkshire West (service commissioners) will be seen by Health Harmonie at Woosehill for this service</p> <p>- not the local hospital. The patient information leaflet also makes clear about what the visit entails (including eye drops that affect vision) and recommend having someone with you and not driving yourself. The issue is more about the minority who will not have someone to take them to the appointment at a place they don't know and stay with them to support them (whatever transport method). Reading One Hub/Good Sam can be contacted to assist with transportation if no relatives/neighbours can help.</p>		
9.	<p>Date of next meetings:  Wednesday 24<sup>th</sup> February 2021  Wednesday 24<sup>th</sup> March 2021</p>		