

Minutes

Patient Participation Group

Wednesday 25th November 2020 – 12.00pm

Western Elms Surgery Chair AP Minutes LL

1.	<p>Attendees:</p> <p>CL PPG: Chris, June, Norman, Jayne, Philip, Peter WES PPG, Alan, Alice, Beti, Hazel A, Colin M, Hazel M, Murray, Rebecca, Shaheen, Susan P</p> <p>Surgery: Lisa, Lucie, Jackie, Jane, and Dr</p> <p>Oji Apologies WES: Susan Apologies CL: Colin, Debs, Lesley, Lynn, Maggie, Mike, Peter,</p> <p>Due to Lockdown 2.0 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 will be the first of many joint PPG meetings with Circuit Lane and Western Elms surgeries.</p> <p>Alan informed the group that a long standing member of the WES PPG sadly passed away. We have sent our condolences to the family.</p> <p>Jane advised the group that the answer message at CL will now be answered in person until 12.00pm and then transferred to WES.</p> <p>Lucie informed the group that she had contacted The Grange and Southcote Community Hub regarding publicising the PPG. Members also suggested the following places to contact:</p> <p>Holybrook Parish Council - Chris Emmanuel Methodist Church, Oxford Road - Norman St Mark and All Saints Reading, Downshire Square - Rebecca Tesco and Battle Library, Oxford Road - Alan</p> <p>Lucie will produce a poster and will distribute.</p> <p>The minutes of the last meeting were voted as accurate and accepted.</p>		
3.	<p>Financial</p> <p>Susan commented that the balance sheet for WES is £377.69 and not £411.69 as recorded in the previous minutes. The £34.00 for the hire of the hall needs reimbursing to the PPG</p>		

4. Surgery News -

LisaFlu clinics –

Lisa explained that the take-up for the flu vaccine has been particularly poor and is disappointing. We have held two clinics on a Saturday, with over 100 DNA's. In light of this, the surgery is now offering flu appointments for one hour per day at each surgery. Chris commented he was surprised that Dr Bird who regularly provides commentary on BBC South hasn't publicised this. Rebecca asked whether we have benchmarked against other surgeries to see if the situation is the same and Lisa responded that we will be doing this at the end of the campaign. Shaheen and Alice commented that perhaps patients are scared to venture out, they are using the pharmacy instead or due to COVID they are in self isolation.

With regards to the 50-64 age groups, Lisa informed everyone that the practice had not yet received the vaccine and an order has been placed. Clinics will be made available after 1st December.

Lisa asked everyone to tell family and friends who haven't had the flu vaccine, to make an appointment asap to ensure that it is not done in close proximity to the COVID vaccine, once this becomes available.

COVID –

Lisa confirmed that the public were made aware of the COVID vaccine before the surgery. The Pfizer/BioNTech vaccine which was the first to announce its results will prove difficult to distribute in care homes and patients that are housebound as it needs to be kept at -80c and has a 5 day life. Each vial makes 5 doses and is not easily transportable. The Moderna and Oxford vaccines appear to be easier to use but we will have to wait until they are approved by the regulatory bodies.

Clinically and morally, we feel we should look after our patients when it comes to the COVID vaccine, however a vaccination centre at say the Madejski stadium or Newbury Racecourse lends itself well to mass testing. We have submitted our COVID plan to BOB (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System who will ultimately decide where the vaccine will be distributed.

Chris and Alice raised questions regarding the vaccine including what is going to be distributed, do we have the injection twice and allergic reactions to the vaccine. Dr Oji responded that we will make a plan once we know what we are getting and we will deliver them effectively and guide each patient through the process.

Phlebotomy –

The RBH have introduced an online appointment solution for booking phlebotomy appointments should anyone require it.

Footfall –

Since July, our website has been upgraded to encourage patients to access the surgery to avoid waiting in the telephone queue. The statistics show that for October 2020 4000 actions were processed. If the patients hadn't used footfall, 63% would have telephoned the surgery, 5% would have turned up in person. Footfall can be used for various services, including repeat prescriptions, nurse appointments and new patient registrations. Lisa asked the group to have a look at it and feedback and comments at the next meeting. For CL, please visit <https://www.circuitlanesurgery.co.uk/> and for WES, please visit <https://www.westernelms.com/>. Eventually they will become one!

Shaheen and Peter both commented that they use Patient Access to access their surgeries. Dr Oji commented that eventually there will be one service that links Patient Access, the surgery websites and the telephones creating a fluid and straight forward process.

Social prescribing link worker –

Lisa informed the group that the PCN have recruited a social prescribing link worker who will be starting in mid-December. The service has been procured through RVA. They will be able to offer a gold standard of care to help individuals who suffer with serious mental illness and provide follow ups and an ongoing service. It was agreed, it would be good meet them at the next virtual meeting in December.

Alan agreed that procuring that service and being employed by RVA allows the individual to have an in depth knowledge and the support from team members which ultimately leads to the best outcome for the patients. Rebecca also commented on a similar example that is in Somerset and what an amazing service it provides.

Other –

Peter asked for an update on staffing. Lisa confirmed that we have recruited a phlebotomist who will be working on Mondays and Thursdays. Three pharmacists will be starting and we will be fully recruited by the end of February. Three people have also joined the reception team and started in November. We also have a new doctor, Dr Lad starting in December and we have a couple of locums who have recently joined the team.

Peter raised his concerns regarding CL patients not being able to get to WES and they are of the opinion that CL is closed. Norman commented that in his opinion, we are one practice with two buildings and have done a fantastic job to keep the system flowing during these difficult times. Dr Oji responded that if a patient is able to go shopping then she would expect them to try and get themselves to WES, however if they are housebound then they would get a home visit by a paramedic who will be being overseen by a doctor. Dr Oji understands that a lot has changed over the last nine months and it takes time.

	<p>One of the members commented that CL is receiving a “Cinderella service”, however other members disputed this and Lisa went through the benefits that had occurred to all patients across both surgeries because of having of the two buildings. Chris left the meeting.</p>		
5.	<p>WES PPG Issues –</p> <p>Alan asked if the staff members are feeling safe, given the recent incident that occurred on the Oxford Road. Lisa confirmed that all members of staff feel safe and with feedback received from neighbourhood watch and the police, secure fencing will be installed around the perimeter of WES.</p>		
6.	<p>CL PPG Issues –</p> <p>Lisa confirmed that she has taken on board Peter’s comments, with some people feeling unable to make an appointment as they could not get to WES if they needed to be seen. Everybody is treated individually. The group was urged to speak to patients to enable Lisa to have examples to follow up where they felt they were being treated unfavourably. Please do not give out personal email addresses. Everybody was encouraged to complete the use the surgery websites to obtain all manner of advice and guidance.</p>		
7.	<p>Patient Voice</p> <p>Hazel and Peter were unable to attend the most recent meeting, however Lisa did attend. The speaker at the meeting talked about the care system and we will forward the minutes from the meeting.</p>		
8.	<p>AOB</p> <p>Lisa requested that any items for AOB should be tabled in advance of the meeting to allow sufficient time to review them. Alice’s request regarding eye tests will be followed up and Lisa will communicate a response and circulate.</p> <p>One of the members raised an issue that they had overseen at Coronation Square pharmacy. A patient had been less than satisfied with the care received. Lisa had asked for details but there were none available. A discussion ensued where one of the members felt that this could have been dispelled with positive thoughts and that as members of the PPG it was our responsibility to help other patients resolve their issues and not to inflame them.</p> <p>Alan asked how many complaints we receive. Lisa explained we are currently dealing with a couple of complaints, one of which was about 9 things/persons. She assured the group that we follow the NHSE complaints procedure down to the letter and the devil is in the detail. Dr Oji confirmed that anything that reoccurs is shared through learning. Alan expressed that 99% of patients are more than happy and that we provide a magnificent service! This was echoed by Norman who feels that we should have a positive attitude especially given the times were are currently in.</p>		

9.	Date of next meetings: Wednesday 23 rd December 2020 Wednesday 27 th January 2021		
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