

Minutes

Patient Participation Group

Wednesday 26th May 2021 – 12.00pm

Western Elms Surgery Chair AP Minutes LL

1.	<p>Attendees:</p> <p>CL PPG: Chris, Debs, Peter, Philip, Sue J WES PPG: Alice, Alan, Beti, Hazel A, Colin M, Hazel M, Marilyn, Shaheen, Susan A, Susan P</p> <p>Surgery: Lisa, Lucie, Jackie, Angie, Dr Oji & Dr Hopkins</p> <p>Apologies WES: None Apologies CL: June, Norman</p> <p>Due to current Covid restrictions, we held the meeting virtually using zoom.</p>		
2.	<p>Minutes of last meeting and matters arising</p> <p>This is the sixth joint PPG meeting with Circuit Lane and Western Elms surgeries.</p> <p>The minutes of the last meeting were voted as accurate and accepted.</p> <p>Lisa said she still had no update on BOB. She has contacted the CCG and is currently waiting for the press office to send a prepared statement advising what the merger is about and what the implications will be. Lisa will circulate it once it has been received. The merger is definitely happening and some meetings that currently happen within BWCCG will continue in their current format and some will be across the three.</p> <p>Colin M asked whether fundraising could start again in the surgeries such as the book sales. Lisa responded that we have infection control protocols that we need to follow which currently means that we can't have any unnecessary items in the surgery buildings.</p> <p>Alan has contacted RBC and was informed that we can register as a charity. Lisa would like to understand what the implications are of us doing that as it is not just as simple as being a charity. Accountants required etc. Fundamentally it is not the most important role of the PPG – that is to be the voice of the people which is why we should be representative of the practice population.</p>		
3.	<p>Financial</p> <p>The WES and CL account balances are the same as last month and the treasurer reports were voted as accurate and accepted.</p>		

4. Surgery News – Lisa

Covid update

We are coming to the end of our second vaccines. As we confirmed previously, we won't be vaccinating the cohorts 10-12 which is under the age of 50. Patients will be able to get them at the mass vaccination centres, Tilehurst Village Surgery, Tilehurst Triangle Pharmacy and Western Elms Pharmacy. We may be administering the third vaccine/booster injection when confirmation comes from NHS England; we have offered to do the same patients again. By the end, we will have administered 20,000 vaccines.

Chris asked what percentage of patients had the vaccine. Please find attached a table detailing the information. The cohort groups are as follows:

- 1 Residents in a care home for older adults and staff working in care homes for older adults
- 2 All those 80 years of age and over and frontline health and social care workers
- 3 All those 75 years of age and over
- 4 All those 70 years of age and over and clinically extremely vulnerable individuals (not including pregnant women and those under 16 years of age)
- 5 All those 65 years of age and over
- 6 Adults aged 16 to 65 years in an at-risk group
- 7 All those 60 years of age and over
- 8 All those 55 years of age and over
- 9 All those 50 years of age and over

Alice commented that she has a friend who has yet to receive her first vaccine due to requiring heart surgery. Alice to send details of the patient to the PPG email and Colin kindly agreed to drive the patient to Tilehurst Village Surgery if it's convenient.

Sue J asked when will we be informed if we require a booster. Lisa commented that like everything previously, it will likely be publicised in the press before we find out!

F2F appointments

Our patients can have a F2F appointment. Total triage will be staying and we have to manage the need and the desire. We have doubled the number of F2F appointments this month compared to last month. Patients need to try and manage their symptoms and make an informed decision before needing to see a doctor. It has become so easy to contact with a request etc. that our on line requests have gone up from 1100 in April 2020 to 5500 in April 2021. Most have not sought any alternative help before wanting an appointment.

Dr Hopkins commented that we are constantly revisiting what we are doing. We can do a lot without seeing F2F and it is the safest way of doing things.

Sue J commented that she has struggled to get an appointment and eventually completed an online request and has received an appointment for 6 days later. Is it possible to get a smaller timeframe when receiving a call back rather than needing to be available all day? Lisa commented that she will raise this with the partners to see whether it would be possible for a patient to be allocated a ring back in the morning or the afternoon. There are also appointments online which patients can book themselves including bloods, smears and childhood immunisations.

Staffing

Further to the communication in the newsletter, Dr Oji has announced that she will be taking a career break and will be leaving the Practice on 31st May.

Dr Newsham, who retired as a partner last June will be retiring officially at the end of June.

Alan commented that it is very sad and expressed his sincere thanks to them and wished them both luck for the future.

Alice commented that the website should be kept up to date with current partners and GPs staffing and what their specialities are. It has been agreed previously, that they are general practioners. In the past they had wanted people to feel able to see who they wanted. They will seek support from other GPs if they need support. Lisa to check with the Partners and will ensure that it's up to date.

Chris asked whether we are planning on filling the vacancies. Lisa responded that it is our intention to fill the vacancies and we are looking at recruiting 3 full time GPs. We have advertised nationally, are signed up to agencies and have been actively recruiting locally. Sadly there are very few GPs to go round and most are locuming. The diverse MDT is going to have to get bigger.

Lisa informed the group that Patient Online Services has enabled us to increase our recording of ethnicity from 10% to 50%. This year we are doing communications campaign on how to access the surgery for different patient groups. Patients will be able to access their own medical records. Four members of staff will be trained on how to use it and then perhaps members of the PPG would be interested in getting involved. Debs, Colin, Hazel A, Philip, Sue J, Shaheen and Susan A have all agreed to get involved.

The NHS app also allows patients to view information including medication, appointments and their Covid vaccinations.

5. PPG Issues –

Chris commented that the service is so improved, it's like living on a different planet. Thank you to the team on the end of the phones!!

6.	<p>Patient Voice</p> <p>The next meeting is taking place on 8th June.</p>		
7.	<p>AOB</p> <p>The nursing team (nurses/HCAs) are doing the lion share of the Covid vaccines which takes out quite a bit of resource. There will be a lot more flexibility in the coming months once we have stopped doing the vaccines.</p> <p>Alan closed the meeting by thanking everyone.</p>		
9.	<p>Date of next meetings:</p> <p>Wednesday 23rd June 2021, 12.00pm</p> <p>Wednesday 28th July 2021, 6.30pm</p>		