

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 25th August 2021 – 12.00pm

Western Elms Surgery Chair AP Minutes LL

1.	<p>Attendees:</p> <p>CL PPG: June, Peter, Philip, Sue J WES PPG: Alan, Beti, Colin M, Hazel M, Shaheen, Susan P Surgery: Angie, Jackie, Lucie, Patricia</p> <p>Apologies: Jane, Lisa, Alice, Chris, Debs, Marilyn</p> <p>Due to current Covid restrictions, we held the meeting virtually using zoom.</p>		
2.	<p>Presentation by Social Prescribing Link Worker</p> <p>Alan welcomed Patricia to the meeting.</p> <p>Patricia is the Social Prescriber link worker for the PCN network and started in mid-June. She is based at WES on Mondays and Thursdays and at Tilehurst Surgery on Tuesdays and Fridays. On Wednesdays she will be based at Reading Library which is due to reopen shortly and is employed by RVA.</p> <p>The role enables patients to connect them to non-medical support such as patients who feel socially isolated and require more social contact, have physical health issues and need more practical support to improve their situation.</p> <p>Referrals are made for those patients over the age of 16 and meet one or more of the criteria such as long term health care conditions, low confidence, require advice on benefits and finances and over rely on GP appointments.</p> <p>The aim is to provide an in depth assessment of the patient's current wellbeing and their concerns, listening and working together and then identifying goals and achieving them. The hope is to empower people and signpost them in the right direction, stay in touch throughout the process and provide guidance to them on local charities, national helplines and local facilities.</p> <p>Patricia presented a few examples of some case studies.</p> <p>Philip asked what percentage of patients have benefited from having a dedicated social prescribing link worker. Patricia commented that the aim is to have 8 referrals per week across the PCN and on average 6-8 are currently being done.</p> <p>Sue J asked how the patients are referred. Patricia responded that they can</p>		

	<p>come direct from a GP and the patient can self-refer. The service is widely known about across the Reading area and here is a short animation which explains what social prescribing is, how it works and the benefits to individuals' health and wellbeing, https://youtu.be/O9azfXNcqD8. Also attached is a leaflet about social prescribing.</p>		
3.	<p>Minutes of last meeting and matters arising</p> <p>An amendment had been sent regarding item 7 from the June minutes. This has been moved to be discussed at the September meeting.</p> <p>Healthwatch Survey Alan confirmed that a letter had been sent to Reading Borough Council and that they had responded requesting more information. A response was sent but no reply has been received. We have also received no feedback from Healthwatch.</p> <p>Patient Online Services instruction leaflet Angie liaised with Sue J and family members to create an instruction leaflet on how patient access works. It was suggested that the instruction leaflet is available to all patients and for it to be publicised. Sue J commented that the Patient Access App is slightly different and perhaps a condensed version could be produced. Angie to contact Sue J to discuss.</p> <p>Jackie informed the group that several patients have expressed an interest in becoming members of the PPG. Lisa has advised that we will contact them.</p> <p>The minutes of the last meeting were voted as accurate and accepted.</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> <p>June advised that a table has been booked on Saturday 13th November for the Christmas Fair, which is being held at The Grange United Reformed Church at 2.30pm. Unfortunately June can't run the table due to other commitments but is happy to price everything up and drop it off at 10am. Sue J confirmed that she is happy to run the stall and if there is anyone else that could help out that would be fantastic.</p>		
4.	<p>Surgery News – Jackie</p> <p>Prescriptions – Why is there an increase from 2 days to 3 days? Jackie confirmed that we haven't increased the time from 2 to 3 days; it is just the pure volume of the amount of prescriptions generated and being requested. The Pharmacy team are bedding in and the GPs provide support where required. We are currently exploring employing a locum pharmacist and we aspire to turn all prescriptions around in 48 hours where possible.</p> <p>Sue J commented that is it still possible to get a prescription valid for 6</p>		

	<p>months as you could pre pandemic. Dr Hopkins responded that currently a prescription shouldn't last more than 2 months due to potential wastage. Regular repeat prescriptions don't take that long to process; it is the queries and the reviews that take the time as there are not as many prescribers as we previously had. In addition, there are discharge summaries and changes in medication from hospital stays. It is a mammoth task, it's not perfect but we're working on it.</p> <p>It was suggested that perhaps an item could be put in the next newsletter for patients to give as much notice when applying for prescriptions.</p> <p>Shortage of blood bottles The company, Becton Dickinson who supply the blood bottles are currently not able to keep up with demand and therefore there is a national shortage. We therefore have to restrict the amount of blood appointments we can offer and the clinicians will decide on a case by case basis what is priority. No date has been provided as to when the problem will be resolved.</p>		
5.	<p>PPG Issues</p> <p>Alan asked for an update on staffing. Angie confirmed that we have a medical student on a 2 month placement that will be mentored by Dr Batista and will be shadowing all the clinicians. A GP Registrar, Sana Shaikh has joined the team and will be doing her training practice at the surgery.</p> <p>There are more F2F appointments available at CL than there have been over the last year or so and the GPs are working across both sites.</p>		
6.	<p>AOB</p> <p>Sue J asked when will the practice be running the Flu/Covid booster clinics. Jackie responded that we are receiving a delivery on 11th October of the Flu vaccine for the over 65s and we are waiting for confirmation for the delivery date for the under 65s. We are also waiting for confirmation regarding the Covid booster and a plan will be confirmed shortly on how it is going to be rolled out once we have all the information.</p> <p>Alan expressed that the PPG group welcome views and opinions, and if there is a question/problem, please raise it and we will answer it to the best of our ability.</p> <p>Peter asked whether we are still offering the shingles vaccination. Dr Hopkins responded that we are still offering the service to those who fit into the criteria which is anyone over the age of 70. Travel vaccinations are still taking place and are being done by telephone consultation with a member of the nursing team.</p> <p>Alan closed the meeting by thanking everyone.</p>		
9.	<p>Date of next meetings: Wednesday 22nd September – 6.30pm Wednesday 27th October – 12.00pm</p>		

