

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 28th July 2021 – 6.30pm

Western Elms Surgery Chair AP Minutes AG

1.	<p>Attendees:</p> <p>CL PPG: DE PC JS PD CG WES PPG: AJG AP CM, HM, SA, SP, JW BW SK</p> <p>Surgery: Lisa, Jackie, Angie, Jane</p> <p>Apologies: Lucie, Norman, Hazel A, Jayne</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>SA had raised some issues following the previous meeting around Item 7 and the last paragraph – she would like the minute to be reviewed with Dr Chauhan and tabled at the next meeting for further approval. LT to forward the amended paragraph once Dr Chauhan has reviewed her comments.</p> <p>Also to note that the minutes run from item 7 to item 9 – please amend.</p> <p>In light of this the minutes were approved with the omission of this particular paragraph regarding telephone consultations.</p> <p>Patient Online Services Pilot</p> <p>LT asked if anyone has signed up to it?</p> <ul style="list-style-type: none">• AJG suggested we have a bullet point instruction leaflet – Alice and AG to speak.• CMc and HMc have signed up and are using for requesting meds – need to check settings so they can access more – AG/LT to sort this.• CG – like Alice – quite happy with the way things are going.• LT explained patients will be able to view test results so they don't then need to call in, this can be really helpful for those who need to titrate meds.• DE Feels this is ideal for patients who manage their own health. She needs the link – AG to arrange this.• DE worried about data keeping but would like to try it out. <p>SA why is it called a pilot project?</p> <p>Not a national pilot but a relatively new thing to the patients at WES. We are offering patients to access their records. Emis is our clinical system.</p>		

Patient access has always been around. We used to have a clinical system called Vision and when we merged with Circuit Lane onto Emis all patients no longer had access.

CL patients had access to this in the past and became frustrated as they did not have the same level of access to which they had 5 years ago. We are therefore trying to increase awareness and get people involved.

LT explained on the surgery website you can add your BP readings which then comes to us and updated in his records.

AP is there assurance that your information is not going to anyone outside of the NHS? LT particular thing is only for you to access your own records which are there already. There is a start date set so you might not see from day dot.

LT – further news is that the opt out has been delayed for a year so not September now.

Healthwatch Survey

AP I am sure most of you have seen the results in Reading Chronicle or Berkshire Live. These questions were carried out when our surgeries were under extreme pressure and also when we were giving 20,000 patients their vaccines! Only 38 WECLS patients responded to the survey of which some replies criticised the surgery for not answering our phones. Is this realistic 38 / 28000 responses. I feel this was done at the wrong time for staff morale.

AP advised that he had sent a personal letter expressing his disapproval to Sarah Wise at the CCG, the Chronicle and Berkshire Radio. We discuss these problems every month and our system is working really well. I strongly support the WECLS staff who are doing their best to offer a great service.

CG I support this 100% - What do we do about it?

AP We need positives not negatives to be able to help and support.

DE Healthwatch are an individual body similar to the PPG. I quite agree the article is wrong however if going to write a complaint we need to look at the bigger picture. Local press are keen on selling stories, point them towards stats, how well we are running and publicise that.

AP could we get the media to come in and do a positive interview?

LT GPAC Survey – PPG has same expectations. We are in PCN with Tilehurst Surgery. Our Surgery WECLS – National Survey 57% (less) satisfied with local services on offer to them. Extra 30% for Tilehurst patients were happy but exactly the same service.

Healthwatch did have some good positive comments not all negative. The

comments regarding our phones was whilst our new phone system was being installed and we had some teething issues. We know that this was the case so we have to accept some of the comments as factual. We know there are further things that need improvement. Maybe we should concentrate on next newsletter putting up all the stats, new staff we have had to employ etc due to the massive increase in patient demand.

AJG What is the time wait to get through if call at 8am?

LT first 20 get through at 8am. Then it very much depends on the length of the conversations held with those patients. Some patients take an awfully long time discussing issues that are not relevant to the receptionist and not helpful to other patients. This clogs the system.

CG Could take 5 minutes or 20 minutes. Some patients have more issues than others. Staff can only go as fast as the patients allow. We have had some exceptional service from the surgery. Criticisms can be ironed out. We need to focus on how we can make these 38 people happy.

How many patients get the newsletter? Much more footfall so a commitment was given to now give out on the desk. We obviously cannot put on chairs like we used to. We have a virtual group of 700 patients who also get sent the newsletter plus it is shared on Facebook. The newsletter does encourage our Facebook page and our PPG every month.

CG How do we make Facebook better? Everyone to share with their friends too.

SA We can't expect everyone to be on Facebook.

SA Why has footfall increased?

LT We are seeing more face to face patients, nursing appts have always happened with smears, imms etc and people are less afraid to come in now they have had their vaccines. We are still triaging as we could possibly have covid positive patients come in to the surgery.

AP How do Healthwatch get our patient details?

LT to find out?

LT Lets be grown up and understand that some people did think this and others probably do who did not respond. Lets respond to the bits we can by saying sorry you were dissatisfied and how can we help improve things. Thank you for defending us, we need to take it on the chin and try and get better for next time.

AJG What parts were we criticised for?

Phones, f2f. There isn't a GP Surgery in this land who isn't exhausted at the moment.

	DE I am a Governor at Berkshire Foundation Trust and every person is under the same pressure.		
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.	<p>Surgery News – Lisa</p> <p>Staffing –</p> <p>We have a new Pharmacy Technician who has started with us; a new HCA and a new Physician Associate. We have been victims of the pingdemic and had nurses, GPs and reception staff pinged. The Reception team are having to manage things on a daily basis and as a consequence are being abused by very difficult patients. Some of the things they deal with are very challenging. Please bear with us we are trying our best.</p> <p>SA Is it true a long term GP in the practice is living in Cheltenham and only doing telephone consultations?</p> <p>LT Yes this is true. If we had a GP on long term sick and needed locum cover currently we may have to use a GP that sits outside of our business. We would much rather have a GP working for us remotely who has a fantastic work ethic, never had a complaint against and knows us and our patients well. We asked him to stay and it was a privilege to keep him. Every day our GPs get together via zoom at 10.15am, 12.30, 2.15 and 4.30 to discuss the pressures of the day, any clinical questions and to catch up on how everyone is doing. Some of our GPs have been working from home or in CL or in WES or other places for the last 18 months.</p>		
5.	<p>PPG Issues –</p> <p>WES PPG Praise for Reception – AP had two appts that could not go ahead due to clinician being pinged; he was informed and had new appts the same week. Was very impressed.</p> <p>CL PPG – Congratulations to all Reception staff. CG had a situation which needed resolving which was done in an admirable and professional manger. Please convey thanks to the team.</p> <p>LT we will concentrate on getting the leaflets out there.</p> <p>CG can we get a sign on the desk saying We need you!</p> <p>LT We can do that by the end of the week. Plus you said, we did....</p>		
6.	<p>AOB</p> <p>SA Was concerned about how practice communicates with patients. She felt that the letters were impersonal and cold. If you have an advocate then it is</p>		

	<p>slightly better but if you are being sent instructions without support it can led to worry. LT asked SA to email separately with patient details so we could look into this.</p> <p>SA Increased footfall a lot of patients still unhappy with lack of face to face.</p> <p>LT We have to have a balance of how many we can safely see in a day. An example this week is that two patients came in having had tests but refusing to wait for results first causing a risk to staff and other patients. We still have to follow all the infection control procedures and these patients risk the whole thing being shut down.</p> <p>SA I understand under the circumstances you are trying your best but I can't accept the service is a good one.</p> <p>LT Sorry you feel that way, perhaps we should have a conversation off line.</p> <p>AP We are still in a pandemic, the NHS are under extreme pressure and they need to be protective of themselves to serve patients. Covid hasn't vanished it is still very much around and I don't think criticism is in order.</p> <p>CG West Berks send leaflets out and Covid cases are still very high. We need to support our surgery and what they are up against. The surgery is up against a brick wall trying to protect everyone and carry on a service.</p> <p>AP closed the meeting by thanking everyone for attending a very controversial meeting.</p> <p>CG asked can we please send a letter of support to all staff on behalf of the PPG. AP to do this.</p>		
9.	<p>Date of next meetings: Wednesday 25th August – 12.00pm Wednesday 22nd September – 6.30pm</p>		