

# Minutes

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## PATIENT PARTICIPATION GROUP

Wednesday 23<sup>rd</sup> June 2021 – 12.00pm

Western Elms Surgery    Chair    AP    Minutes    LL

1.	<p>Attendees:</p> <p>CL PPG: Debs, Peter, Sue J, June, Norman WES PPG: Alice, Alan, Colin M, Hazel M, Marilyn, Susan A, Susan P</p> <p>Surgery: Lisa, Lucie, Jackie, Angie, Dr Chauhan</p> <p>Apologies WES: Beti, Hazel A Apologies CL: Jayne, Philip</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>Alice commented that she did attend the last meeting. Lucie to update the minutes of the last meeting and they were voted as accurate and accepted.</p> <p>Lisa informed the group that Tilehurst Surgery PPG has not met at all in the last 15 months. It was agreed that we should extend the invitation to them to attend our next PPG meeting on Wednesday 28<sup>th</sup> July.</p> <p>Lisa advised the group that some members of staff have now received Patient Online training. Protocols will be put together to enable us to move forward and we will be in touch with the members who agreed to get involved as a pilot so that we can roll out to all patients.</p> <p>We have received no update on BOB, however there have been meetings going on in the background and we will provide any information once we received it.</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.	<p>Surgery News – Lisa</p> <p>Covid update</p> <p>We are just finishing off our final vaccines and we have our last clinic on Friday 25<sup>th</sup> June. Any patients who need a vaccine need to seek one</p>		

	<p>elsewhere. NHS England have been in touch to ask us to contact all of our over 18 patients to advise them to go for their vaccine.</p> <p>Alan commented that Grovelands Surgery had advised that WES were doing Covid vaccines. Lisa responded that it's Western Elms Pharmacy round the corner that is providing them.</p> <p>Sue J asked whether we will be doing flu vaccines in the Autumn for the over 50s like last year. Lisa responded that we had flu vaccines left over from last year which had to be disposed of and which cost us a lot of money. We ordered our stock for this year in January based on the usage last year. It is inevitable that we will not have enough to do a COVID and a Flu at the same time. Those who have gone to the pharmacies over the years will likely still get their flu vaccine from there. We have to place our flu vaccine order a year in advance.</p> <p>Colin M asked whether we have any more housebound patients. Lisa responded that we have the odd one here and we will work as a group with other local surgeries to ensure that we don't waste any vials of the vaccine.</p> <p>Staffing –</p> <p>We have 2 locums who have worked with us previously who are coming back and we are actively recruiting for salaried GPs. We have two more members joining the pharmacy team, a new pharmacy technician and a pharmacist who will be going on a prescribing pharmacist course. It needs to be recognised that we have more GPs now than we did prior to Covid, however more consultations are taking place including F2F, video, telephone, pharmacist, physician's associate, physio, social prescribing, paramedics, all of which are requirements of NHS England.</p> <p>We are reviewing the on the day demand and F2F appointments where they are clinically required. We are spending money on staffing and the correct resource to ensure that the patient is seen by the right person. We are receiving 4000 to 5000 more contacts a month than prior to Covid and we are struggling to recruit doctors. One candidate received 6 offers from practices across Berkshire.</p> <p>Alan commented that WES and CL are doing extremely well and overall there are very few complaints. He explained that we shouldn't take complaints personally and there are solutions to most things!</p>		
5.	<p>PPG Issues –</p> <p>There were no PPG issues raised.</p>		
6.	<p>Patient Voice</p> <p>Hazel M attended the most recent Patient Voice meeting on 8<sup>th</sup> June. She updated the group on the meeting informing them that there was a guest speaker from Health and Wellbeing. The speaker shared their knowledge of the difference in families with early years children, young people and adults.</p>		

	<p>Hazel M will forward the minutes once she has received them.</p> <p>Alan asked if Overdown Surgery closed. Lisa commented that the only surgery that she was aware of that had closed during the pandemic was a clinic that was run out of Southcote Community Centre which was part of Melrose Surgery where 500 patients were registered.</p> <p>Lisa informed the group that Healthwatch have done a survey to ask all patients what access they feel they have had to their surgery during Covid. The response rate has been so minimal it doesn't give a true reflection. 4 responses for CL and 34 for WES – interesting as the surgeries are one - have been received and Lisa will discuss these with Alan and share the learning with the group.</p>		
7.	<p>AOB</p> <p>Members of the group raised the following questions:</p> <p><b>When are asthma reviews resuming? - AG</b>  Asthma reviews have resumed for most patients. Completing the questionnaire generally means the patient won't require a F2F appointment and they can continue with the same medicine management. A discussion may be required depending on certain medications. Most parts of an asthma review can be done remotely including peak flow and checking the inhaler technique. With regards to COPD annual spirometry the guidance has changed and a remote consultation is adequate unless a F2F consultation for a new diagnosis.</p> <p><b>Management of WE scripts email? - AG</b>  WE scripts email is treated exactly the same as a telephone call and is triaged, referred to the relevant team and action is taken appropriately. Alice commented that she sent an email on Wednesday 16<sup>th</sup> June at 8.34pm and received no reply. Angie Gardiner was tasked by the group with copying the out of office from footfall and put it on a WE scripts email response so that at least patients / suppliers would know it had been received.</p> <p><b>Are regular Health Checks happening for over 70s? – SP</b>  Health checks are run by local authorities. Reading Borough Council do some of the enhanced services including smoking, substance misuse and health checks. LG budgets are tight.</p> <p><b>Response to poster for new PPG members? - AP</b>  We have promoted the PPG via the group, Facebook and the monthly newsletter. We are currently time bound, however when things get back to normality, we can hand out leaflets. Several PPG's have really struggled during the pandemic and are currently not holding meetings. Comparatively, we are much more proactive than most and should be proud.</p> <p><b>NHS Digital – National Data Opt-out, how are patients aware? - SA</b>  The deadline for health and care organisations to comply with national data opt-out policy has been delayed to 30<sup>th</sup> September 2021. There will be a dedicated area on the website and we will keep you informed as best as we</p>		

	<p>can. In the July newsletter, we will providing all the details including information governance, online service, details of the app and disclaimers.</p> <p><b>Qualifications of paramedic staff? - SA</b>  Their skill base can vary, however their core skills when they are working for us include intubating, examine a chest/abdomen, attending to minor ailments out in the community. They can have qualifications including a diploma, degree, masters and post qualifications.</p> <p><b>How can phone consultations replace home visits? - SA</b>  Certain situations can prove very difficult over the phone and a home visit would be required by a paramedic/doctor. However, in general telephone triage is proving to be more effective. The right questions can be asked, a clinical assessment made and then priority would be given appropriately.</p> <p>Anil commented that the amount of low level queries coming to the GPs is vast and that the quality of the information that is provided is sparse to very detailed and can be very challenging at times. It is really important that patients try and seek help from pharmacies and indeed self-management prior to calling.</p> <p>Alan closed the meeting by thanking everyone.</p>		
9.	<p>Date of next meetings:  <b>Wednesday 28<sup>th</sup> July 2021, 6.30pm</b>  <b>Wednesday 25<sup>th</sup> August – 12.00pm</b></p>		