

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 22nd September 2021 – 6.30pm

Western Elms Surgery Chair AP Minutes LL

1.	<p>Attendees:</p> <p>CL PPG: Chris G, Linda, Norman, Peter, Philip WES PPG: Alan, Alice, Beti, Colin M, Hazel M, Jen, Marilyn, Shaheen Surgery: Angie, Jane, Lisa, Lucie, Dr Hopkins</p> <p>Apologies: Jackie, Debs, Sue Edwards, Jane Nicholls, June Smith, Sue J</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>An amendment had been sent regarding item 7 from the June minutes. This has been moved to be discussed at the September meeting. Lisa to send response to AP.</p> <p>Patient Online Services Access App Instructions</p> <p>Angie confirmed that she has been working with a couple of patients to develop a user guide for the app and this will be distributed to the group next week.</p> <p>Alice asked whether you can you use it on a mobile phone. Angie advised that there is an app store and will discuss with Alice how to download it onto her phone.</p> <p>Chris asked whether you could use it on a desktop and Angie confirmed that you can go to an internet search engine look it up.</p> <p>Jen commented that she would be happy to discuss the accessibility of the tool for patients who have specific access needs. Angie will contact Jen directly to discuss.</p> <p>New members</p> <p>Lisa confirmed that we have had a positive response and have received seven expressions of interest and the intention is they're to come along to future meetings.</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</p>	

	<p>happy to run the stall and if there is anyone else that could help that would be fantastic.</p> <p>Follow up with Sue J</p> <p>CL will be open on Saturdays to do Covid boosters so we will need to be aware of limited surgery resource.</p> <p>Books for stall can be taken stored for the event</p>	
4.	<p>Surgery News – Lisa</p> <p>Covid boosters and flu vaccine</p> <p>We received notification last Friday that 1800 Pfizer Covid booster vaccines will be delivered this week. This will be a PCN project working alongside Tilehurst Surgery. The vaccines have validity of 31 days this time unlike the 5 days previously. We will be using the waiting room at Circuit Lane and vaccinating as many as we can by running clinics daily with as little disruption as possible. Larger clinics on Saturdays. We have approximately 9000 patients to vaccinate and the NHSE plan is to have all of these done by Christmas. For the patient to receive the booster, they need to have had the 2nd vaccine 6 months ago with no compromise on this. Text messages and emails will be sent from NHS England to patients, and some have gone live this week.</p> <p>Philip asked whether the other suppliers will be doing Covid booster vaccinations. Lisa confirmed currently it is just Pfizer that is going to be administered.</p> <p>Alan asked how we are running the Covid and Flu campaigns. Lisa advised that we will be the Covid booster vaccines in conjunction with the flu vaccine and vaccinating one in each arm where possible. The flu vaccine for the over 65s has been delayed due to freight challenges but we have received the flu vaccine for those patients between 50-65 and with chronic disease so we will be running clinics for these patients until the over 65s one has arrived and then these will become our priority along with care homes and the housebound. Colin M has offered to help with the housebound patients again.</p> <p>Norman commented whether women who have had their lymph nodes removed would be able to have both vaccines. Lisa advised that there will be patients where it won't be possible to do both at the same time and they will be followed up.</p> <p>Peter asked whether it will be compulsory to have the two vaccines simultaneously. Lisa advised that it will not be compulsory, and the NHS priority is the flu vaccine.</p> <p>Jen suggested that perhaps a brief explanation could be included on the text messages that will be sent to patients advising them of the procedure.</p> <p>Peter asked if you require a shingles vaccine, whether this would be done at the same time as Covid/Flu. Lisa confirmed that it wouldn't be done together, and those eligible patients can contact the surgery to request one. Alan asked whether you could have a shingles booster and Lisa confirmed that there isn't one.</p> <p>Telephone system</p> <p>Lisa commented that we are receiving negative anonymous feedback which we feel should be dealt with by approaching them and investigating the information. It appears that some patients don't want to know their status in the telephone queue,</p>	

however the majority appear to like the new numbering system. We appreciate that there are still issues and want to be able to identify why the problems are existing for example if a member of staff has gone on a break or finished their shift.

Chris commented that it is a fabulous and straightforward system, and it allows you to put your phone on speaker until the call is answered and has never been cut off.

Jen commented that it is helpful knowing where you are in the queue. She felt that contacting the patients that have been providing us with anonymous information would be more effort than it's worth.

Marilyn advised that it is a good telephone system but perhaps we could have some calmer music 😊

Beti also commented that the numbering system is useful, and Alice expressed that she has had to wait 40 minutes to get through but likes the music!

Staff changes

Lisa explained that we currently have 4 reception staff leaving. We are losing some good skills and are actively recruiting replacements. We have made an offer to a pharmacist technician, and we are currently interviewing for a physicians associate and GPs. We are investing time in our staff to raise morale.

Chris asked whether using the email option is helpful. Lisa commented that it does help but it is down to the sheer volume of work. We are doing F2F appointments. On Monday 20th September the clinical team saw 110 F2F patients which had already been triaged.

Jen suggested that perhaps that the reception role could be more attractive by providing more remuneration and whether new staff are provided with mental health training. Lisa responded that there is a monetary threshold, and that staff don't always come to work for the pay, and we spend time on having 1-2-1 meetings to ensure staff wellbeing is paramount.

Louise – F2F, calls are relentless, frontline over 600 calls a day and increasing, 74 clinical emergencies on Monday, on top of the scheduled 24 clinical sessions

Marilyn – do the staff get any training how to deal with patients who are stressed and in pain and how to sort the problem out. LT confirmed that they do. Whilst patients are genuinely in need the receptionists are not being obstructive. They work with the tools and within the parameters laid down to them by the Partners.

Panic alarms more frequently required due to angry patients. This is really sad.

Alan – can they be removed.

LT - They have an expectation of what they want which is not always appropriate however some people are genuinely frustrated, and we understand that. All surgeries are at breaking point.

Alice how patients should be treated, staff and patient participation group to work together with role play scenarios? Helped when used at the RBH – LT agreed we could look into something like this however the PPG don't know the staff at the hospital, they do here so it would not have the same impact. Could look to do across the PCN.

	<p>Blood testing – this was a national problem and we had 100 blood tubes a week across both surgeries. We normally do shy of 2000 a month. Last week NHS England advised it was back to normal before we had received stocks. We are gradually getting there again now.</p> <p>The problem was an outcome of one supplier – the group asked how this could be? The PPG asked how we can voice our opinion Central meeting, Primary care clinical commissioning – quarterly Lisa can let Jen know.</p>	
5.	<p>PPG Issues</p> <p>All covered above. It is open, doing less</p>	
6.	<p>AOB</p> <p>Chris – remains concerned that we have 28,000 patients and need to work out how we communicate with them; newsletter is limited. Email address, given out newsletters, website. Keep pushing</p> <p>Norman – text if you want a newsletter on the COVID invites, please let us know – good idea.</p> <p>Alice – hydroxychloroquine – how many people are prescribed this – AG would like to know – LT to see? Transport information sent the last time transport issues for Health Harmonie was raised.</p> <p>Colin – assist anyone free that day.</p> <p>Alan – With the population of Reading increasing more and more patients are going to be referred to services outside of the town. Inevitably that is going to happen. Services are procured by CCG and BOB, CCG procure us!</p> <p>Jen – newsletter, latest news to go here.</p> <p>Alan closed the meeting by thanking everyone.</p>	
9.	<p>Date of next meetings: Wednesday 27th October – 12.00pm Wednesday 24th November - 6.30pm</p>	