

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 26th January 2022 – 12.00pm

Western Elms Surgery Chair AP Minutes LL

1.	<p>Attendees:</p> <p>PPG: Alan (Chair), Susan (Treasurer), Alice (Vice Chair), Sue J, Debs, Peter, Beti, Philip, Christopher Giles, Chris Gavin, June and Shaheen</p> <p>Surgery: Lisa, Lucie, Jane, Natalia, Dr Hopkins</p> <p>Apologies: Marilyn, Jane Nicholls, Angie</p> <p>Due to current Covid restrictions, we held the meeting virtually using zoom.</p>		
2.	<p>Matters arising</p> <p>Alan welcomed everyone to the meeting and thanked them all for attending. He hoped everyone had a lovely Christmas and wished all the members a Happy New Year!!</p> <p>There were no matters arising and the minutes of the last meeting were voted as accurate and accepted.</p>		
3.	<p>Financial</p> <p>The account balances for each surgery are as follows: WES - £377.69 CL - £106.13</p> <p>As agreed at the AGM in November, the remaining balances are to be spent at each surgery and then any future fundraising will be spent on patient need across both sites.</p> <p>The report was voted as accurate and accepted.</p>		
4.	<p>Surgery News</p> <p>Etiquette for meetings Lisa requested that more detail needs to be given when raising issues/concerns so that we can be prepared for the meeting.</p> <p>Blood Tests Lisa advised that there had been a huge amount of sickness over the Christmas and New Year period and on some days we had up to ten members of the team off sick. It was quite a difficult situation to manage not aided by schools being shut. We have employed an additional person who is doing ad hoc blood tests. Thatcham have not been doing bloods for a while; however,</p>		

they will be doing them shortly. The RBH have no doubt been experiencing the same sickness that we have and will have been putting their resources where they're most needed. In addition, the phlebotomy team also manage the wards which will have been exceptionally busy given the increase in hospitalisations.

Staff changes

Jackie retired just before Christmas after over 25 years of service. Alan expressed his thanks on behalf of the PPG for all her help over the years and wished her well in her retirement.

Lisa informed the group that Dr Lad has left to go to a GP practice in East Berkshire due to travelling distances. We currently have a high turnover of reception staff and have recently recruited a new nurse, an ad hoc phlebotomist, and a physician associate. We have appointed a personnel officer who will be joining the team on 7th February and then we will initiate a mass recruitment campaign. We have less GP time than we would like but we are using locums to fill this gap as it is still very difficult to recruit GPs.

Fourth covid vaccinations

Lisa explained that there isn't a 4th vaccine. If you are immunosuppressed, then your course of injections includes 3 vaccines and a booster. Everyone else is entitled to 2 vaccines and a booster.

There is currently a supply issue with AZ in the local area. This is currently trying to be resolved with the medicine management team who are establishing whether we can source it from elsewhere. The current advice is if you can have the same booster dose as your main vaccines that would be ideal but ultimately it is better to have a booster/vaccine than no vaccine.

Telephone arrangements and appointments

Lisa commented that the voice message on the telephone system needed updating in line with the current guidance. There is more of an even flow of calls across the day rather than at specific times. On the day appointments remain for clinically emergency/urgent cases and pre-bookable F2F and telephone appointments are available. The duty manager can view the queuing the system constantly and manages it accordingly.

CG commented that some of the information on the website is not current and that some phone calls could be avoided if it was up to date. Lisa responded that we are limited to what we can update instantaneously. In addition, footfall is funded by the CCG and needs to be developed so that it is fit for purpose and access needs to be given to surgeries. She is on a working group driving this as it has been recognised.

Sue J commented that she had struggled to get through later in the day. Lisa advised that as more and more people have returned to work, the surgery is being contacted after working hours, similar to pre covid.

MrG wanted to congratulate all the reception staff on the phones and that the system works wonderfully. Lisa commented that MECC (Make Every Contact Count), a national publication is being implemented at the surgery to help identify areas for further input or improvement.

	<p>CG commented that the messaging system on the website seems to disappear after a certain period of time. He had tried to look at an old message for recall and it had gone. Lisa requested that Chris send the issues through to the PPG email and we will respond.</p> <p>Fundraising MrG requested that a plan for this year and onwards of fundraising ideas be discussed at the next meeting. It was agreed that Natalia would arrange a meeting with June, Alice and Marilyn to discuss. June advised that she has a table booked at the Easter fair at The Grange on Saturday 9th April</p> <p>Mobile phones Alice asked whether we assume that if a patient has a mobile phone that they are able to download the relevant information. Natalia responded that they are not always going to be able to retrieve the information and they can text back to advise this. Alice commented that she had received a text from AccuRx and couldn't reply. Natalia contacted Alice to confirm that not all texts can be replied to and on this occasion a response was not required.</p> <p>Newsletter MrG commented that we need to be able to communicate with our patients. He suggested that we put aspects of the newsletter on the patient screen in the waiting rooms. Lisa responded that she would initiate this and invite Mr G into CL to have a look at it.</p>		
5.	<p>PPG Issues</p> <p>None</p>		
6.	<p>Patient Voice</p> <p>Lisa commented that she had passed on Sue's email address. Sue asked what was expected of her and Lisa responded that they would have a discussion after the meeting on Tuesday 8th February with Hazel.</p>		
6.	<p>AOB:</p> <p>MrG commented that he felt that there aren't a lot of activities suitable for the over 70s. Lisa responded that RVA advertise groups and organisations who run events. MrG informed the group that there is a fitness trail at Linear Park for the public to use. Debs advised everyone that there will be a Health & Wellbeing event in Southcote hosted by local charities at the end of March. As soon as a date has been confirmed she will inform the group.</p> <p>Alan closed the meeting by thanking everyone for attending.</p>		
9.	<p>Date of next meetings: Wednesday 23rd February – 6.30pm Wednesday 23rd March – 12.00pm</p>		