

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 7th September 2022 – 6.30pm

Western Elms Surgery Chair AP Minutes LL

1.	<p>Attendees:</p> <p>PPG: Alan P, Susan P, Beti W, ChrisG, Colin McC, Hazel McC, Debs, Shaheen, Norman, and June</p> <p>Surgery: Lisa, Lucie, Angie, and Dr Hopkins</p> <p>Apologies: Philip, Peter C, Sue J, Marilyn, and Alice</p> <p>This was the first time that the PPG have met in person since January 2020. The meeting was also accessible via zoom for those who could not attend in person.</p>		
2.	<p>Matters arising</p> <p>Alan started the meeting by welcoming everyone and expressing how lovely it was to see some of the group in person for the first time in a long time and hoped everyone had been keeping well.</p> <p>Dementia talk Janette Burt is happy to give a short presentation over Zoom on Dementia at a future meeting. Alan proposed that perhaps this could be done at the next AGM.</p> <p>Pharmacies internal protocols Lisa advised that we have started investigating this and that it is in progress. We deal with a lot of pharmacies across our area. Currently, they are not overly happy with us as we had a backlog of over 3000 prescriptions which was exceeding our normal 3 day turn around. We do not know how the ordering was so out of synch, not aided by sickness and annual leave. We have spoken with some to advise that the situation has been resolved and that we have implemented some new procedures as a result of it. Currently, we are now working on yesterday's prescriptions.</p> <p>Alan commented that he recently had a COPD review which was with a pharmacist and a student. Lisa confirmed that Sejal is currently doing a prescribing course and is working alongside Sarah.</p> <p>Extended Hrs Lisa confirmed that we had submitted our proposal to BOB for our additional offering on extended hours. We advised that we could provide extra capacity on a Saturday instead of a Fridays as agreed in the last meeting however the ICB rejected our proposal and have informed us that we must put in some resource on a Friday which could be telephone or video calls. Tilehurst are</p>		

	<p>proposing doing 7.30am starts but not Friday evenings. We are meeting as a PCN next week to discuss our offering. Sundays and bank holidays will still be covered by 111.</p> <p>The minutes were voted as accurate and accepted.</p>		
3.	<p>Financial The balance for WES and CL has not been changed. The reports were voted as accurate and accepted.</p>		
4.	<p>Surgery News</p> <p>FFT – July and August 2022 Lisa informed everyone that she would like the group to review the comments that are distributed prior to the meeting and see if there is a common thread and how we can address it.</p> <p>The feedback that we have received via the national patient survey since 2018 (the merger of the two practices) has not been great. Some of this is not helped by the fact that people are not prepared to see any improvement or embrace change. The questions are also outdated as it asks, 'do you see the GP of your choice?' NHSE has mandated all surgeries to employ a more diverse team due to the lack of GP's which does not correlate to this question. The Friends and family feedback is more current and we as a surgery feel more confident in this information.</p> <p>Sadly, a great number of the complaints come from our CL patients. Norman commented that he has been very happy since we merged the surgeries. The reception staff have a lovely demeanour and are wonderful. Unfortunately, people don't like change and ultimately, it's how you manage those people and it's unfortunate that we have to deal with these issues on a daily basis. Keep giving a good service!!</p> <p>Lisa responded that she recently spent a day on a complaint. There is learning in everything, and we need to get the patients' confidence back but we are trying everything we can do, there is a limit.</p> <p>Colin asked whether we could decipher the data so that we know whose responses are from which surgery. LT advised no – everyone is registered now moving forward with WECLS – we now know through notorious names and who their allocated GP may have been previously.</p> <p>Lisa advised that recruitment is ongoing and that we are in the process of recruiting a new personnel officer and two more receptionists.</p> <p>Hazel McC advised that she liked the telephone system at The Potteries and Lisa informed the group that we will be having the same telephone system implemented in the next few months.</p> <p>Colin asked whether receptionists could work from home. Lisa advised that this wasn't possible due to confidentiality. CG wondered what proportion of patients who are calling want an appointment compared to something else.</p>		

	<p>Lisa advised that its around 80% and we are trying to divert people to use the website as much as possible especially since Covid.</p> <p>Dr Hopkins commented that patients in the main want to have an appointment with a doctor. However, we need to try and move away from this and introduce the idea of appointments with different members of the MDT team. This will then allow us to be able to manage the workload appropriately.</p> <p>Norman suggested that perhaps we could have a poster detailing the range of skills on offer at the surgery and put it up in the waiting room. CG thought we should produce a leaflet to give to each patient detailing what the abilities of the person they saw today was – we will look into this.</p> <p>Meeting Guidelines</p> <p>Lisa explained that due to the conflict that had been felt in previous meetings, she had found some meeting guidelines which could be shared to ensure that we are courteous to one another during meetings. We are not here to deal with personal or political issues and members will be asked to be amicable at all times.</p> <p>Whilst they don't need to be adopted, they are a useful reminder for how members should behave and perhaps it should be shared with new members.</p> <p>Covid Autumn campaign.</p> <p>Lisa confirmed that we are not participating in the Autumn campaign. There are a lot of other options that people can choose and the surgery did not want to do this when they are trying their hardest to provide good patient care. We did offer to do our nursing home and housebound patients; however, this has been declined. These patients will be covered by Oxfordshire, and they will be starting this next week. Our patients will be offered to visit one of 3 local pharmacies and we can concentrate on seeing F2F patients instead of being criticised.</p>		
5.	<p>Patient Voice</p> <p>A meeting took place yesterday on Tuesday 6th September.</p>		
6.	<p>AOB</p> <p>Care home planning application at 210FM – MrG It's been resubmitted.</p> <p>Telephone appointments – process – SJ Moved to October meeting</p> <p>PPG – we need members Poster – AG Old fashioned and outdated, comments welcomed.</p> <p>Fencing Lisa informed the group that we have yet to receive the final documentation regarding the planning approval for the fences since they visited WES back on</p>		

	<p>11th May. They have stopped talking to our architect and as requested we have had the trees cut in line with the planning.</p> <p>AP closed the meeting by thanking everyone for attending.</p>		
9.	<p>Date of next meetings: Wednesday 19th October – 1.00pm – F2F @ CL Wednesday 30th November – 6.30pm – F2F @ WES</p>		