

Western Elms Patient Participation Group Meeting

25th April 2018

MINUTES

Present	
Alan Porton – Chair	Sophie Boss - Admin
Lisa Trimble – PM	Marilyn Edmonds
Susan Porton - Treasurer	Hazel McCullough
Moya Rolls – Secretary	Colin McCullough
Susan Arstall	Ben McCullough
Val Pretlove	Valerie Tudgay
Rita Moren	Meyrick Wyard
Lynne Wardle	Hazel Andrews
Juliet Wardle	Eric Smith
Anil Chauhan - Partner	Deborah Sander
Javaria Akhtar - Partner	Rick Strong
Richard Jones – Pharmacist	Patrick Moren
Sofia Rozekea – Pharmacist	
Louise Hopkins - Partner	Apologies: Alice Gostomski

Item	Comment	Action
1	Apologies for absence were received as noted above.	
2	<p>The minutes from the previous meeting were approved and matters arising:</p> <ul style="list-style-type: none"> • Update on ‘Get Western Elms Running’ Dr. Oji participated in the Park Run in Woodley which is free to join on Saturdays and 20 people took part. Don’t necessarily have to run – can walk, take family etc. The intention is to do this again. • Oddfellows Hall AP stated that there was parking on site, it was on a bus route and unless anyone had any other suggestions, we would hold our next PPG meeting there. Agreed. • 70th Anniversary of NHS Any ideas for celebrating this milestone on 5th July? Suggestions made by Rick (healthy food handouts) and Val (how it was before the NHS). Susan Arstall suggested before & after photos of WE Surgery through the years. Previous GP’s could perhaps add their input and maybe provide photos. Another suggestion was that at the meeting to be held on 25 July, old partners could do a talk at Oddfellows Hall and perhaps afternoon tea could be provided. Rick suggested contacting the Reading Chronicle. Another suggestion was for any people born on 5/7/48 to 	

	come forward and offer photos which could become part of the exhibition.	
3	<p>Financial</p> <ul style="list-style-type: none"> • Susan Porton reported that there was a total of £2572.05 available. The balance was approved and adopted. 	
4	<p>Surgery News</p> <p>Extension Update</p> <ul style="list-style-type: none"> • LT advised that confirmation had finally been received for the chosen contractor which means that the build will take 35 weeks rather than 52 weeks. This is good as the project has been slightly delayed due to the missing of the start date. • The official start date is now 29th May, but the contractors will be moving in to commence preparatory work from the 14th May, so the week before this, the car park will be cordoned off and other jobs will be done in advance, such as the footings. • The official end date is Christmas Eve. LT apologised for all the uncertainty but reassured the group that the project was being well managed. • When Dr Akhter arrived, she confirmed the above and said that everything was looking positive. • Saturday appointments start 28th April – all are pre-bookable. Louise Hopkins said that the surgery is still feeling its way with this. <p>Clinical System</p> <ul style="list-style-type: none"> • LT advised that the current Clinical System was VISION, but the surgery was moving to EMIS which is better as it can work with other surgeries. It is also more user friendly. • LT explained that a back-up of all the data would be made and that an engineer from EMIS would then migrate the back- up to the new system. In the interim, only a manual system would be available, and this was due to last approximately a week. • Marilyn was reassured that everyone would be looked after clinically and will still receive prescriptions when needed. • On-line ordering of prescriptions will be unavailable for two weeks, so patients will either need to go to the Pharmacists or GP. EPS will be affected. • When the new system is up and running patients will need to re-register online. • Meyrick asked if other surgeries had migrated to EMIS - LT confirmed this and Dr Akhter agreed it was the best system. 	

	<p>Circuit Lane</p> <ul style="list-style-type: none"> • Western Elms have been appointed as the preferred provider of services at Circuit Lane. Circuit Lane has struggled with three different providers. By taking on Circuit Lane, WE have protected the 18,000 patients at WE as the significant growth in list size is down to the migration of some of these patients. The patients at Circuit Lane just want to be looked after properly and the CCG chose WE from three potential providers. • LT explained that this will not affect WE apart from making it stronger. • Initially there will be a Partner presence at CL. CL will no longer be in special measures as it has a new provider. It has its own workforce and back office function and will provide economies of scale in the future. The CQC will measure their return visit by the amount of risk the patients are under. • CL can also do minor surgery and may be able to take patients from WE during the extension works. • There will be an alliance of 30,000 patients. There will be the same doctors at WE and the doctors at CL will hopefully work across both. Three locums are already established there. Those doctors at WE who do half days are initially being based at CL to ensure the rooms at WES are utilised efficiently whilst the building work is going on. • LT said it should not affect the running of WE but there may be minimal issues initially. • Both surgeries will continue to be separate entities meaning the CQC will be separate. All the WE Partners will be spending time at CL for mentoring, leadership and training purposes. • It was pointed out that it was difficult to see your own GP at WE, but it was explained that you could see any GP. This is relevant to the building works and deferred start date and NOT because the Doctors have been shipped out to CL. • AP wished the Circuit Lane surgery, doctors and staff good luck. 	
5	<p>PPG Issues</p> <ul style="list-style-type: none"> • AP met the Circuit Lane PPG briefly and thought it would be a good idea to have a representative from each PPG at each other's meetings. AP asked if all were in favour of an alliance. It was agreed, and AP was looking for volunteers for the next meeting. LT had already spoken with the CL PPG and they were keen to do this also. LT to feedback. • Friends & Family – current patient feedback is not as positive due to the amount of change going on. LT would like to purge the 	

	<p>F&F to see what the issues are. AP to send out an email asking for volunteers to hand out Friends & Family forms to patients in the surgery and update people on the changes currently happening.</p>	
6	<p>Patient Voice</p> <ul style="list-style-type: none"> • Hazel McCullough recently attended a Patient Voice meeting (ten PPG groups in our catchment area, each with a representative at PV meetings). • The Circuit Lane takeover was discussed along with general things affecting the different surgeries. Each PPG has individual concerns, but HM said it was very interesting to see how other practices work. • WE are considered a pathfinder surgery. • AP suggested that we look at Healthwatch website to see how other surgeries are viewed. • Alliance – What is it? LT explained that the CCG are buying in services and surgeries are coming together to provide services to patients with the Berkshire Pound! This involves primary, secondary care and public health all working together. An Alliance is the board that has been • DS horrified that all the structures are being reinvented and stunned about the fact that the GP’s are shareholders. 	
7	<p>Any other business</p> <p>Prescription Ordering:</p> <ul style="list-style-type: none"> • This was explained under section 3 above. <p>Minor Ops:</p> <ul style="list-style-type: none"> • AG wondered if these were still happening during the extension works. LT explained that there will be stricter criteria for minor ops and that more urgent cases will be dealt with over weekends. <p>Dr Morando:</p> <ul style="list-style-type: none"> • Dr Morando is currently at Circuit Lane surgery and AG asked if she would be returning to WE. LT explained that once the extension had been completed she would likely return to WE but could not confirm for sure. <p>Speaker Suggestion:</p> <ul style="list-style-type: none"> • AG suggested a speaker from Talking Health and this needs to be discussed with Alice. • DS suggested Steve McManus for the October meeting AGM and a speaker from either Macmillan or The Cancer Centre for April. It was also suggested that the Circuit Lane PPG may be interested in joining these meetings. <p>AOB:</p> <ul style="list-style-type: none"> • RS wondered if it was proposed to provide notices on the surgery 	<p>AP/AG</p>

	<p>boards in multiple languages. LT explained this had already been done on some of the boards. The group asked which languages do you choose as there are so many different nationalities registered at WE. LT promised to investigate the feasibility of this once the extension was complete.</p>	
8	<ul style="list-style-type: none">• AP thanked everyone for attending and closed the meeting. <p style="text-align: center;">Date of next meeting: Wednesday 23rd May Oddfellows Hall – Lunchtime – 1.30pm</p>	