

Western Elms Patient Participation Group Meeting

23rd May 2018

MINUTES

Present	
AP – Chair	SB - Admin
LT – PM	ME
SP- Treasurer	HM
MR – Secretary	RF
SA	AG
VP	AG
RM	PM
LH – Partner	HA
JH – Deputy PM	
	Apologies: RS, MW, KT, VT, MA

Item	Comment	Action
1	Apologies for absence were received as noted above.	
2	<p>AP mentioned that there had been some confusion over the date and time of this meeting. To clarify – future meetings will be on the fourth Wednesday of the month starting at 1.30pm. The October and April meetings will both be in the evening.</p> <p>The minutes of the last meeting were approved and adopted.</p>	
3	<p>Financial</p> <ul style="list-style-type: none"> SP reported that there was a total of £2572.05 available with an additional £12.02 to be banked. A refundable cheque for £100 was written for the deposit for the hall. The hall would be a monthly charge for the next six months. SP said that the balance sheet was available to view if anyone wanted. The balance sheet was approved and adopted. 	
4	<p>Surgery News</p> <p>Extension Update</p> <ul style="list-style-type: none"> LT advised that work to the extension work had commenced as the contractors were on site to do the ground works and any other tasks they were able to do before the official start date. The official start date for the building works was 29th May. Licenses for scaffolding and asbestos removal in hand. 	

	<ul style="list-style-type: none"> • Patients had been anxious regarding car parking, but everything has now calmed down. • AP asked LT re available appointments during extension works. LT responded by saying that on the day appointments were still available, five GP rooms were running with an additional GP upstairs managing the phone calls and administration. It is all work in progress and is being tweaked. GP's are doing weekend work to offer pre bookable appointments. Currently reactive. • On Saturdays, all the rooms are fully utilised, but the DNA rates are very high in the afternoons. LT requested that all clinicians call DNA patients in their slot and explore reasons why – at least this means a consultation of sorts happens and the time is not wasted. DNA offenders then require another appointments which clogs the system. • AP asked re booking of appointments in advance by online booking – with EMIS the maximum number of appointments per person is three. Explore reducing to one for the duration of the extension. • LT advised that patients must re-register for on-line services by completing a form at Reception. A few days later patients will receive an email with new log on instructions. Please take passport as proof of identity as there may be someone on the desk who doesn't know you. This is more secure and the correct way to apply. • Patients can still phone in for an appointment – all GP's are allocated Saturday appointments but are free to swap these with colleagues so long as there is cover. • All the phone lines (2 downstairs/6 upstairs) are answered during the day. LT considered reviewing the number of lines, but this currently remains the same. • The GP based upstairs does all outward calls, queries and triaging of visits but the system is still being tweaked. • Patients do not turn up for on the day appointments which they may have made only minutes / hours previously. • AG asked re patients with long term conditions and continuity of care. LH explained that it is currently harder due to the number of appointments available, but the GP's are doing their best to follow up and have continuity of care. If a patient requires it, the GP will still be managing all results and correspondence etc for their own so they will ensure it happens. • Pathology – results go back to the patients' regular GP who may get in touch with them. In any case, all documents are actioned within 48 hours so anything urgent will be picked up. • On the day appointments – patients can ask to see a specific GP, but this is not guaranteed during the building works. • DNA's recorded in a patient's notes: once, acceptable; twice, a letter; three times, stern letter; four times, no longer a patient. This is very hard to manage as very often this can relate to mental health issues. We would not want to do anything detrimental to a patient's health so it would be very extreme to remove in these circumstances. 	
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	<p>Circuit Lane</p> <ul style="list-style-type: none"> • LT explained that a news story at BBC Berkshire had said that Circuit Lane had closed – this was incorrect, and the surgery is doing well, even though there is still lots more to do. It is now however, clinically safe. • There is a permanent team of Locum GPs. All other staff based at Circuit Lane are employed by WES / CL. All very positive • Priory Avenue will be closing at the end of June and approximately 6000 patients will be divided between a number of surgeries. Emmer Green has 1500 allocated spaces and Balmore Park has 3000. There are 1500 living this side of the town so will be registering locally to us! But not solely with us. • Patient feedback recommending the surgery has increased from 50% to 82% - amazing. • LT to investigate why a patient who was in pain had been recommended by the GP to watch cartoons. • Currently two employed GP’s on site plus partner presence. <p>Travel Consultations:</p> <ul style="list-style-type: none"> • LT advised that this was not included in core services and was chargeable. It may be reviewed but is currently available at Grovelands. <p>GDPR:</p> <ul style="list-style-type: none"> • Data Protection policy changes – all patients on the mailing list sent an email on 17th May. If not happy to continue getting emails, they need to get in touch. The NHS already works well in this area. On minutes of meetings, will just have initials of those present rather than full names. 	
5	<p>PPG Issues</p> <ul style="list-style-type: none"> • Update from AP regarding Circuit Lane meetings. It was agreed that two representatives from Western Elms would attend the CL group (no voting powers) and that CL would have two representatives at the WE group (no voting powers). Nobody objected to this suggestion and it was approved and adopted. • LT liked the idea of different people going to each of the meetings at Circuit Lane. We need to know the dates of their meetings and report back at the next PPG at Western Elms. • The next meeting at CL is on 6 June at 6.30 pm and three people volunteered to attend – BF, SA and HM – agreed the two to go. 	
6	<p>Patient Voice</p>	

	<ul style="list-style-type: none"> • HM advised that a talk from the WE Paramedic had been very interesting. • Update from Healthwatch at every meeting regarding visits to different Care Homes in the area. • Update from all surgeries – Priory Avenue are very envious regarding Circuit Lane takeover. • 70th Anniversary of the NHS – ideas proffered. Needs to be advertised as ‘A Celebration of 70 Years of the NHS’. HM said an amount may be available from Patient Voice. LT thought not but will explore. <p>70th Anniversary of the NHS</p> <ul style="list-style-type: none"> • AP to invite the press. • AP to invite Dr Williams and others (Dr Nash, Dr Noakes & Dr Latchford) • All CL PPG to be invited to our Anniversary meeting on 25th July at 1.30pm – Tea Party was agreed, and everyone was encouraged to make cakes. • AP said that the Oddfellows Hall would comfortably accommodate 100 people so AP to invite members of Oddfellows as well as Doctors and maybe Councillors Graham Hoskins and John Ellis as they cover WES & CL. • Flyers to be printed and ad put on new website plus posters in waiting rooms. Invite CL patients in general too. Need people to RSVP so we have an idea of numbers. • Room available from 12.30pm so plenty of time to set up cakes etc. • Display board being done using old photos. 	<p>HM</p> <p>AP</p> <p>AP LT</p>
7	<p>Any other business</p> <ul style="list-style-type: none"> • AG suggested a speaker from Talking Therapies/Talking Health for the AGM • RS suggested that the conical paper cups in WE waiting room were not fit for purpose. LT advised that the shape was to prevent people from leaving cups around but some felt that the cups tended to disintegrate. LT promised to contact manufacturer to see if they could be improved. 	<p>LT</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 27th June @ 1.30pm Oddfellows Hall, Oxford Road, Reading</p>	