

Western Elms Patient Participation Group Meeting

26th September 2018

MINUTES

Present	
AP – Chair	JH – Deputy PM
LT – PM	SB - Admin
SP – Treasurer	JA – Partner
DS	DT – Nurse Manager
SA	
HA	
GN	
MR	
AG	
AG	Apologies: KT, VT, MW, MA, ME, HM, CM

Item	Comment	Action
1	Apologies for absence were received as noted above.	
2	The minutes of the last meeting were approved and adopted. AP started the meeting by expressing our sadness at the loss of one of our members. Our condolences to her family.	
3	Financial <ul style="list-style-type: none"> • SP reported that there was a total of £2405.06 available with book monies to bank of £5.26. • SP said that the balance sheet was available to view if anyone wanted. • The balance sheet was approved and adopted. 	
4	Surgery News Flu Clinics <ul style="list-style-type: none"> • Our flu vaccines have now been delivered so LT asked whether anyone had any suggestions regarding dates for the Saturday clinic and whether anybody was able to volunteer. Unfortunately this year there would be no facility for cake sales due to the building work and being limited on space. • AP suggested WES find a Saturday which suits us, and to feed back so that he can ask for volunteers. • DS asked who can give flu vaccinations. LT answered saying nurses, health care assistants, pharmacists and GPs can all give the flu vaccination. DT advised all health care assistants are fully trained and 	

	<p>qualified. The flu clinics have just been put on; there is a sit and wait clinic each day for walk in's and on the day vaccinations. There are also pre-bookable clinics every day with the health care assistants from 12pm.</p> <ul style="list-style-type: none"> • LT advised some pharmacies have decided to opt out of giving flu vaccinations this year as the different types are more complex. • DT stated we really need to push for everyone to be vaccinated this year, as there was an epidemic last year! She advised needle technology and the vaccine is much more advanced than 20 years ago and there is no way that having the flu vaccination can give you the flu. <p>Footfall</p> <ul style="list-style-type: none"> • LT asked if anyone had any feedback from viewing our new website. AP advised he had had a look and thought it was very smart; however he could not find a section on surgery news. LT advised there is still more training in house that needs to be done for the new website, and after this we will be adding news, previous PPG minutes from the past year and newsletters. We may even add weekly updates on the building work. • AP asked if anyone had not had a look at the website, and then please do bring comments back to the next meeting. • DS asked whether we could send the link to the new website to the members in the virtual PPG group and ask them to have a look and provide comments. <p>Meeting with police</p> <ul style="list-style-type: none"> • LT explained as per the discussion in our previous PPG meeting that she and Dr Batista went along to the meeting with the local police regarding crime in this area. It was very good and since the meeting, police have been to the surgery a dozen times and are policing the area at night. Although not much has changed, they have advised they are doing a project along the whole of Western Elms Avenue. They have shut down a house along Western Elms which was being used for drugs. The nursery along the road has also been having needles left in their garden and car park – the police have advised the only way to prevent this from happening within the surgery grounds is to put a big slanted gate the whole of the way around the surgery, to also prevent them from climbing over which will cost thousands of pounds. 	
5	<p>PPG Issues</p> <ul style="list-style-type: none"> • AP stated likewise to the above Reading Borough Council has released a 4 year plan regarding drug and alcohol misuse within Reading. AP advised he has invited the Battle Ward councillors to the October AG – one is unavailable and the other 2 are yet to reply. • LT advised the police wanted to come to the AGM if the councillors attend. • HA explained that the councillors have a monthly meeting at Battle library on the first Saturday of the month 11am – 1pm, and that it was 	

	likely we could find one there, to ask them face-to-face if they will attend the AGM. AP said he is willing to go.	
6	<p>Patient Voice</p> <ul style="list-style-type: none"> AP told in the last Patient Voice meeting Theale Surgery had brought along a document called 'What is a PPG?' which contained information about what the PPG does, how often they meet, how people can join, etc. SB had amended the document to reflect the Western Elms PPG. It was decided this document would be sent via email to the PPG to look at and report back within a week with any suggestion or comments. After this it would be sent to the whole of the virtual PPG group, put up on display in the surgery and attach to the registration form, to encourage new members to join. 	
7	<p>Any other business</p> <ul style="list-style-type: none"> AP started by saying thank you to Dr Akhter and Di for coming along to the meeting today. AG asked whether Western Elms have a respiratory nurse during the week. LT explained we do have a specialist respiratory nurse – Emma, who is currently on maternity leave; all of our nurses are specialists in different things and generalists in others. DT is the COPD lead and explained how she and Parminder the pharmacist are both fully qualified to do spirometry, which is not a regular check for asthma reviews. AG explained she had called reception to book, but reception said the asthma reviews were on Saturdays with the in house pharmacists, and stated she had a bad experience with pharmacists at 2 chemists she had been to previously. DT explained spirometry checks can be booked on a Wednesday with herself. JA told everyone; GPs, Nurses, Pharmacists are all qualified to the same level and the building work hasn't helped due to shortage of appointments, hence why we are facilitating appointments for these reviews on a Saturday. AP told how he had recently been seen by Parminder and had very good feedback. LT explained the extended hours' appointments have currently been shut down due to the implementation of 7 day working. Although this was originally set for April 2019, it had since been brought forward by NHSE to October 2018. Western Elms will be working in a cluster with Circuit Lane and Tilehurst surgeries providing appointments 7 days a week, between all of us. Western Elms will be providing out of hours appointments Mondays, Tuesdays and Saturdays, Circuit Lane on Thursdays and Saturdays and Tilehurst Wednesdays and Saturdays. DS stated that patients can currently only see a named GP on a Saturday and asked when this will change to the week days? LT advised this will be available again after the building work has finished. She explained the 	

guideline for out of hours appointments are 6.30pm – 8pm in the evenings made of telephone and face to face appointments to see a GP, nurse or pharmacist and Saturdays will remain at 4 hours from 8.30am – 12.30pm and we will be removing Saturday afternoons once the building work has finished. Some of these appointments will be able to be booked directly by 111. AP asked whether this will take the pressure off of A+E. LT answered by saying the appointments are pre-bookable only.

- JA provided an update on the building work – there has been a delay due to steel structural work. The spiral stairs we had held the weight of the roof and the floor for the lift needs to be reinforced for the structural work for the lift. This meant that the plans went back to the structural engineers. It is believed it will be finished around spring time so watch this space...
- DS asked whether we have any feedback regarding the paramedics. JA told it is going very well. The visits are more detailed and the paramedics have access to more services to provide e.g. providing patients with walking frames and that they are invaluable in our time of change, by doing the home visits it allows more time for GPs with more flexibility to add in additional appointments throughout the day. LT explained the paramedics have been doing a project and visiting patients who have dialled 999 for over 10 blue light ambulances to provide continuity of care, and encourage them not to call an ambulance if they can wait to be seen by one of our paramedics for a home visit the following day. Over the summer they also rang patients on the frailty list to check whether they were okay and how they were coping in the heatwave – this is a gold standard level of care.

DS asked whether we will be expanding the paramedic team like we did with the pharmacists. LT explained we did have 1 paramedic working 10am – 12pm and we now have 2 full time working 10am – 6pm. SCAS provide annual leave and sickness cover if this occurs.

- AP asked whether Dr Batista has transferred to another surgery. LT explained when we took over the management of Circuit Lane the idea was to have 1 partner over there every day; however this had not been happening. It was therefore decided 1 partner will be over every day, on a rotational basis – at the moment this we are trialling this with Dr Batista. AG stated she knows people who are registered at Circuit Lane and they are now saying it is 10/10 and that Sarah Morando is very good. LT explained Dr Morando had received a promotion in her GP trainer role with NHS England so will only be doing some sessions, as and when.

DS asked what will happen to Dr Batista's patient list now that he is not currently at Western Elms. LT advised at the moment patients are generally not seeing their registered GP due to the building works and

	<p>appointment system; however there are still pre-bookable appointments on a Saturday in which he will be part of, and all of his work is being covered by other GPs at the surgery in his absence.</p> <ul style="list-style-type: none"> AG asked when the building work is finished in spring, will patients have the choice of being able to be seen at Western Elms OR Circuit Lane. JA replied by saying there is a possibility, there is still lots of planning to do. LT advised there is a requirement from NHS England that our patients should be together on one list, however this has been delayed due to the building works, new clinical system and CL still requiring a CQC inspection. AP informed recently he could not book a blood test until the week after he was booking the appointment. LT pointed out that she monitors blood test appointments regularly; it is normally within 3-4 days that you can book a blood test at the surgery, and that we provide a lot more than others, as some surgeries do not provide this service at all. JA said this may also be affected as we not only do blood tests for the surgery, but for the hospital also – but glad patients appreciate that we provide this service. Referring to AP’s original question LT explained this isn’t a regular occurrence and that we will continue to audit the appointments. <p>Nominations for officers and committee</p> <ul style="list-style-type: none"> AP asked if anyone had any nominations for officers and committee. It was decided AP, SP and AG would stay the same. AP thanked MR for her time as secretary and advised he would send an email round to ask if anybody wanted to become secretary. 	
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 November 7th @ 7pm - AGM At the surgery</p>	