

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 23rd January 2019 – 1.30pm

Western Elms Surgery Chair AP Minutes SB

1.	<p>Attendees: Chair: AP Treasurer: SP</p> <p>SA, HA, AG, ME, SP, AP, DS</p> <p>Surgery: Lisa, Sophie, Jackie, Dr Hopkins</p> <p>Apologies: Ken, Val, Murray, Meyrick</p>		
2.	<p>Minutes of last AGM meeting and matters arising</p> <p>The minutes of the last meeting were voted as accurate and accepted.</p>		
3.	<p>Financial – Susan (Treasurer)</p> <p>The report was voted as accurate and accepted</p> <ul style="list-style-type: none">• End of year report - £2368.55• Figure after cost of hiring hall - £2359.55 <p>To Bank</p> <ul style="list-style-type: none">• Book money = £21.00 <p>A letter from the church saying thank you for the donation made in memory of VP was passed around.</p> <p>It was discussed as to how the PPG would contribute to the new building when it is open. The PPG could 'kit out' one of the consulting rooms or the meeting room which is where we will be holding our meetings? The new meeting room is going to be multifunctional and will be used for group consultations.</p> <p>It was worth considering recognition of previous partners in the new building and having memorabilia up on display. There are already plans in place for this to happen once it has finished.</p> <p>LT advised if in 2/3 years' time we review the meeting room and it is not used to its full potential it could be split into 2 consulting rooms if needed in the future.</p> <p>The group discussed how not many people had attended the meeting and discussed how various factors may have contributed to this for example, location, time and snow the day before? Sophie to put a list of meeting dates on the practice website and put a large poster on the PPG board with</p>		

	<p>the date of the next meeting. The jayex board also has the next meeting date on it.</p> <p>LT explained it has been hard to focus on recruitment of members at the moment whilst all of the work is going on, but when the new building is open we will be able to do a big recruitment drive. The presence of PPG members has been sorely missed in the waiting room due to space. This will help considerably in the drive for new members.</p>		
4.	<p>Surgery News - LT</p> <p>Extension Update –</p> <p>The 'tin lid' temporary roof was removed on the previous Friday and a crane arrived at the surgery on the Sunday to remove the heavier scaffolding. The builders were ready to fit the slates to the roof however the snow delayed the slates being fitted just slightly. After the roof has been done the scaffolding will come down layer by layer so windows can be fitted. There is also lots of work going on inside with electricians on first fix. There is a possibility our 'night time visitors' may come back when the roof has been fitted as this will be a dry sheltered area for them to use. The cost of having security around the premises would cost thousands therefore we are going to do risk assessments as we go. There is a building meeting on Friday 25th Jan which will look at completion schedules. At present we think it will be finished around April.</p> <p>AG asked whether the existing building will be touched up during the building works and that the patient toilet could do with a freshen up. The toilet will be touched up once the new building is finished however its difficult to keep it pleasant 100% of the time as it is a very small area and not everyone respects it. When the building has finished there will be new toilets on each floor. AG asked how often the toilet is checked. It is checked if someone has been there for a long time; it is a public place and used by many, the aim is to have someone come in to freshen up the existing building over the Easter bank holidays whilst the surgery is closed to avoid disruption.</p> <p>DS asked if the appointment system will go back to how it was previously when the building work has finished. The appointment system will go back to how it was, still having an 'on the day' team made up of 2 GPs, MSK specialist, pharmacists, advanced nurse practitioners and healthcare assistants and alongside that have pre-bookable 'green' appointments with a GP of your choice. Our books are open up to 6 weeks in advance to pre-book an appointment.</p> <p>HA enquired as to whether having the extension meant we would need to recruit more staff. LT explained we have already started recruiting more staff.</p> <p>AG asked if Dr Morando has returned to Western Elms yet. LT advised not yet, she works as an appraiser also and has reduced her sessions.</p>		

5.	<p>PPG Issues - AP</p> <p>Election of officers –</p> <p>It was voted that Sophie would become Secretary.</p> <p>PPG Event 20th Feb Reading Town Hall 11am – 1pm –</p> <p>The chair of the PPG to attend plus 1 member of the PPG. The meeting is to explore how the ICS can engage with PPGs to improve patient care at a neighbourhood level, as well as the developing role of GP Alliances in integrating primary care services. AP & ME to attend as the plus 1.</p> <p>Enhanced Access Review (7 Day Working) –</p> <p>The overall review by the PPG was that the enhanced access appointments are not being used to their full potential as the appointments go unused in our surgery and that there is lack of awareness about these appointments to other patients. The PPG would rather use their own surgery to be seen, than somewhere else. Nobody present had used them nor knew anyone that had.</p> <p>ME stated she had recently been to Westcall for an out of hours appointment and waited 5 hours before being seen. It was discussed that in the main patients would rather be seen at Western Elms and be seen by one of our GPs. If you booked an appointment at Tilehurst you would be seen by one of their GPs giving consent for them to view your medical records. Sophie to check as to whether SA has opted out.</p> <p>All sectors of healthcare will ask for your consent unless there is no capacity for you to do so. The 'spine' contains information such as allergies, medications and basic information such as name, DOB, address which is very useful for clinical providers who need to see you.</p> <p>SA asked whether the shared information contains details about DNR. Paramedics have to resuscitate patients unless there is a written DNR form to state otherwise. Dr Hopkins explained the ambulance service are constantly updating the way in which we advise them of a DNR. Currently the GP fills out a form or some patients have their form kept in the fridge. Sometimes systems aren't fully worked through or family may disagree which is why patients should have a care plan in place to state their choice.</p> <p>SA queries as to whether computer systems can be hacked? LT said yes; anything could be hacked e.g. banks, etc. Lisa is on the GP IT Team and assured there are firewall after firewalls on our systems and that it is very secure.</p> <p>Phone lines are not open on the weekends as the appointments are for pre-booked only – you can still phone to cancel an appointment on a Saturday using the voicemail service. Saturdays will rotate when we are fully open between WES CL & Tilehurst.</p>		
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6.	<p>Patient Voice – AP/HM</p> <p>Consider writing to local councillors about provision of future services for additional patients following the completion of new house/flat builds –</p> <p>AP explained there are plans in place to build 6000 flats in RG30 and RG1. He asked if surgeries/RBH are consulted to ask if they can cope with what will be an increase in local population. This week the RBH were put on 'black' as they were under extreme pressure with lots of patients being seen and delayed transfer of care.</p> <p>An extension of A&E in the John Radcliffe Hospital has been accepted and it was discussed how more people may be pushed to go there? SA said her recent experience at Bracknell Hospital was very good and she was very impressed. It was decided the PPG would produce a letter to send to the councillors and to consider leaving something on the reception desk for patients to see.</p> <p>Tips for managing respiratory conditions like COPD and asthma over the winter months –</p> <p>Sophie to forward the emails alongside the minutes.</p> <p>PPGs to encourage patients to have asthma reviews –</p> <p>Our practice pharmacists are currently doing asthma reviews on a Saturday. Our asthma specialists are Sofia, Christina and nurse Emma S who is currently on maternity leave. Our COPD specialists are Di and Parminder. Diabetes is Sally and Fernie. Our practice pharmacists are in a great position to do chronic disease reviews as they are experts on medication and have a wealth of knowledge – they are also very up to speed on latest guidelines.</p> <p>SA asked if results from the hospital always go to the patients GP. Dr Hopkins explained it depends who requested the test. Our pharmacists are doing some routine checks for medication. The results will always go back to the person that requested it, and will discuss with a GP if they have any questions.</p> <p>We have a new text messaging service which allows us to text patients asking them to contact the surgery, to follow up on results or send links to health advice.</p> <p>To add information as to where you can donate bloods to the newsletter.</p>		
7.	<p>AOB</p> <p>NHS input into the planning procedure for new builds – as discussed above.</p>		
8.	<p>Date of next meeting: Wednesday 27th February 1.30pm Oddfellows Hall</p>		