

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 27th February 2019 – 1.30pm

Western Elms Surgery Chair AP Minutes SB

1.	<p>Attendees:</p> <p>Chair: AP Treasurer: SP ME, HA, VT, RS, DS Surgery: Lisa, Sophie</p> <p>Apologies: CM, MR, SA, AG, KT, Dr Hopkins</p>		
2.	<p>Minutes of last 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">• Account Balance - £2359.55• Donation received from patient - £226.94• Figure after cost of hiring hall - £2566.88 <p>To Bank</p> <ul style="list-style-type: none">• Book money = £10.39 <p>We received a donation from the estate of a patient of £226.94. The donation was made to the district nurses for the palliative care they provided to the patient; the DN team are unable to take the donation directly so asked for it to be passed to the Patient fund at Western Elms Surgery. We will think about something we may be able to buy that the nurses and district nurses share with this donation, e.g. equipment.</p> <p>AP to send an email out to the PPG members to vote on which they would prefer to spend money on for the new building to open – to 'kit out' a room, to buy the same piece of equipment for each consulting room or to fund equipment for the meeting room i.e. a screen for speakers? The handover for the new building is 26th April.</p>		
4.	<p>Surgery News - LT</p> <p>Footfall –</p> <p>We have had a usage increase on our new practice website. You are able to complete asthma reviews, blood pressure reviews, and contraception reviews on there, to name a few. The receptionists have been sending out text messages on our new text messaging service to encourage patients to do so.</p> <p>Appointment Statistics (Phlebotomy) –</p>		

	<p>The RBH is currently doing a review of phlebotomy clinics. We ran a search on phlebotomy statistics within January which showed 702 patients were seen and 36 patients DNA'd their phlebotomy appointment in that month.</p> <p>When we have more capacity when the building is open we may consider doing more. DS asked whether we can offer a swap for offering more phlebotomy clinics e.g. provide more clinics and instead another surgery within our cluster offer physiotherapy appointments. LT advised that she and the partners are meeting with Tilehurst surgery next week to discuss our relationship and how we can deliver services in line with the new 10 year plan and cluster working across primary care networks.</p> <p>If we decide to offer more phlebotomy clinics we would employ more staff to do so. There have also been talks of Saturday pickups which would enable us to run clinics on a Saturday and hospitals are able to test the blood on a Saturday if they are aware of the increased need. The PPG were impressed that we saw over 700 patients in a month for blood tests and are very happy we provide this service as some surgeries do not.</p> <p>Open Day at the Community Centre –</p> <p>Circuit Lane PPG are planning an open day at the new Southcote Community Centre in an aim to grow patient and PPG list sizes and to celebrate the 1st birthday of Western Elms taking over the management. We would like to have a Western Elms PPG presence as lots of Western Elms patients live in the same area. The date is to be confirmed, we will have a similar open day at Western Elms when the new building is open.</p>		
5.	<p>PPG Issues - AP</p> <p>Feedback from PPG Event 20th Feb (ME & AP) –</p> <p>ME advised she really enjoyed attending the event and learnt information about challenges in primary care that PPG members can relay to patients and different ways in which pressure is being taken off of GPs. ME also found it useful talking to PPG members from other surgeries and it was suggested the members from the different surgeries meet up to give updates to one another.</p> <p>AP explained they had been informed that not enough people are registering to become GPs. Due to this; surgeries will take on the approach of having a multi-disciplinary team consisting of GPs, Advanced Nurse Practitioners, Pharmacists, Paramedics, etc. An example of this would be, if you ring the surgery to make an on the day appointment for 'stomach ache' in the first instance the receptionist will book you an appointment with the Nurse Practitioner as they are most suitable. Practice Paramedics are more flexible for home visits as they start at 10am and are able to see the patient quicker whereas, the GPs were unable to go to visit patients sometimes until 2pm or in the evening. This means patients can be admitted to hospital and be discharged within the same day instead of being admitted late in the day and having to stay overnight.</p> <p>At Western Elms we already work with an on the day multi-disciplinary team</p>		

	<p>so there will only be minimal changes. A physiotherapist will be joining our on the day team in order to see patients who need to be seen that have problems such as car accident injuries or who have had falls.</p> <p>Circuit Lane are going to be running a pilot with Talking Therapies, which will also run at Western Elms when we have capacity. They currently have a very long waiting list, they will use rooms within our surgeries to see our patients and keep some appointments aside to be booked on the day for people with symptoms such as depression or anxiety.</p> <p>We are also going to have a room to trial different charities when the new building is open which will provide self-education and support for patients.</p> <p>When the building is open the main entrance will be doors straight ahead of the pathway, instead of the current doors to the right. The reception desk will remain where it is and all rooms on that side (right) of the building remain for on the day appointments only, the rooms will be used by our GPs, Pharmacist, Paramedic, Physiotherapist and Advanced Nurse Practitioner. The left side ground floor will be nursing rooms and the left side first floor will be for GPs that are seeing patients for pre-bookable appointments.</p> <p>It was decided the PPG will come in to the surgery to do surveys and speak to patients when the new building is open.</p>		
6.	<p>Patient Voice – AP/HM</p> <p>What is a PPG –</p> <p>During the patient voice meeting they discussed ways in which they can grow the list size of PPGs and different examples were a question on the patient registration form, flu clinics, surveys, etc. all of which we have. When we open the new building we can go back to having 2 meetings in the day time and one in the evening or we could have one in the daytime, one in the evening and the next one could be a joint meeting with the Circuit Lane PPG members.</p> <p>Our meeting in April will be an evening meeting with a speaker, it was decided this would be a joint meeting with Circuit Lane PPG and was going to be held at Circuit Lane Surgery. We could ask if Talking Therapies can come along to speak and we can also discuss ways in which we can grow our groups. The date of this meeting is to be confirmed.</p>		
7.	<p>AOB</p> <p>AP – Situation with medication if no deal Brexit</p> <p>LT advised we do get regular bulletins each month of which medications can be bought or not bought. Provisions are being made in the background.</p>		
8.	<p>Date of next meeting: Wednesday 27th March 1.30pm Oddfellows Hall</p>		