

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 3rd July 2019 – 6.30pm

Western Elms Surgery Chair AG Minutes SB

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| 1. | <p>Attendees:</p> <p>Vice Chair: Alice Deb, Andrew, Hazel A, Hazel M, Colin M, Rick, Pat, Colin F, Callius, Beti Surgery: Lisa, Jackie, Sophie</p> <p>Apologies: Alan, Susan P, Susan A, Marilyn, Moya</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 – AG</p> <p>The report was voted as accurate and accepted</p> <ul style="list-style-type: none">• Account Balance - £2649.00 <p>To Bank</p> <ul style="list-style-type: none">• Book money = £1.60 | | |
| 4. | <p>Surgery News – LT</p> <p>Building –</p> <p>We are very pleased with our new entrance and we will be reopening the ground floor next week! We will be changing the room numbers so that they flow better and have ordered new signage to reflect this. At the moment we are using temporary signs that are stuck on to the doors. Every room has a new number so both patients and staff are learning new room numbers together. Once the actual signage is up we will be removing the ramp next to the staff entrance and removing the gates.</p> <p>Footfall Statistics –</p> <p>As you know on our practice website you can do various interactive things such as request medication, ask the GP a question, ask reception a question, complete a COPD review, to name a few. Each month we get sent statistics which show patients usage of the website.</p> <p>Since launching in June last year, of the 4306 requests that were made –</p> <p>2109 phone calls to the surgery were avoided 1342 visits in person to the surgery were avoided 422 appointments were avoided</p> | | |

Back in June 2018 when we first launched the website we had 90 visits to the site that month and in May this year we had 488 visits that month alone!

In January 2019 we had 93 new patient registrations via the website and in March 97 people completed their asthma review on there too. In April 220 repeat prescription requests were submitted via the website.

As you can see from these statistics the usage of our website is rapidly growing!

Circuit Lane PPG have statistics on their agendas each month with figures such as appointments, telephone calls, DNA's, etc. If this is something you would like to discuss in our meetings email Sophie at we.patientgroup@nhs.net with the type of statistic you would like to discuss and she will add to the agenda.

CL CQC rating –

We are very pleased to say Circuit Lane have finally had their CQC outcome which was GOOD 😊 Unfortunately it did take 10 weeks for them to send us the outcome; however we are really pleased with the result. The report is available to read on the CQC website if you would like to have a look.

Training Practice Visit –

In June we had our training practice visit – Dr Haldane and Dr Oji are our trainers and every 3-5 years the surgery has to be reapproved as a training practice, the trainers have to be reapproved every 3 years. They would not assess Circuit Lane as a training practice without a CQC outcome which is why we pushed for the result to be released as soon as possible. The result came in the week before and we are very happy to say Western Elms has been reapproved and Circuit Lane has been approved as a training practice and have Registrars!

5. PPG Issues – AG

Staff inductions –

As part of being on the patient panel at the RBH Alice is involved in their staff inductions and wondered whether it might be something to include in our staff inductions at the surgeries as the staff often feedback that it is interesting to hear things from a patients point of view.

We will invite new members of staff to the meetings moving forward so they can introduce themselves. In the future we may also be doing 'mystery visits' across the PCNs to assess areas we are doing well in and also areas in which we can improve.

We currently send out letters to patients with relatives that have passed away. Our current card is specific to Western Elms with our logo on it. Have a think about how we might like to design a new one that is combined for both Western Elms and Circuit Lane.

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| 6. | <p>Patient Voice – HM</p> <p>Hidden carers and veterans was discussed in Junes meeting and the importance of voicing this at meetings. Healthwatch are currently working on their annual report.</p> <p>The NHS App is currently only available in English but they are working on making it available in different languages. There are cancer talks being held at other surgeries – Lisa to forward Healthwatch minutes moving forward.</p> <p>When the building is open we are going to have a charity room for our patients only. For example, for Western Elms patients we may focus on language and chronic disease management and Circuit Lane patient's poverty. This will be free for 6 months and then we may look to extend.</p> <p>We are also looking to get GPs involved in park runs – Dr Oji did it last year and about 11 members of staff took part. Some of the ladies from Circuit Lane also did the dementia walk last year and raised over £1000!</p> <p>To send info re cancer talks and PV minutes which include details on people with dementia being exempt from paying council tax.</p> | | |
| 7. | <p>AOB</p> <p>Do pharmacist telephone calls have to be booked at 8am on the same day or can they be booked in advance? – SA</p> <p>Telephone calls with the pharmacist can be booked both on the day and in advance.</p> <p>Stress amongst staff – RS</p> <p>Unfortunately our staff members do get a lot of abuse from patients which in some cases can be physical. Circuit Lane was very bad but has now got much better since the improvements, however unfortunately Western Elms has got worse but will hopefully improve as the building re-opens and appointments go back to as before. It has been a stressful time for both patients and staff. We have an amazing team which is ever growing – we have recruited 3 new nurses and have also hired a non-prescribing pharmacist and a pharmacist technician. We will also have a new paramedic role and have met with physio in regards to having an on the day physiotherapist. Talking Therapies will also use one of our rooms to see our patients and clear their lists.</p> <p>We are looking to put fencing up around the whole building in order to stop staff from having to pick up needles and faeces and for security.</p> <p>All of our rooms are also fitted with a panic button on the telephones which once pressed will flag up on everyone else in the buildings phone as a warning message for other staff to run to that room for assistance. There have been a couple of occasions recently where Lisa has had to run into GPs rooms as they have had threatening patients.</p> | | |

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| | <p>Open meeting with Talking Therapies – LT</p> <p>We have hired the Tilehurst Methodist Church for our meeting with Talking Therapies on Wednesday 7th August. We are also going to invite Tilehurst surgeries PPG members. There is lots of parking opposite the church – at the back of the Co-op. We have posters up in the waiting room and will also email a poster out to the virtual PPG with the set of minutes and newsletter. When you are in the local pharmacies please look out for our poster!</p> <p>For future open meetings we could use Eventbrite which will allow people to register for the event online, it is free to use. It was also suggested if we could have future open meetings outside of the school holidays.</p> <p>Current disabled facilities – CF</p> <p>We can only apologise for the current lacking disabled facilities, unfortunately what was supposed to be a 30 week project has turned into 62 weeks! It has been very difficult but with the building being re-opened we have disabled toilets on each floor and a lift to take patients up to the first floor.</p> <p>The ground floor on the right hand side of the building will be for on the day appointments, the ground floor on the left hand side will be the nursing suite and the new consulting rooms on the first floor will be for pre-bookable on the day appointments.</p> <p>*To find out if we can have a raffle within the Tilehurst Methodist Church during open meeting.</p> | | |
| 8. | <p>Date of next meeting: Wednesday 7th August – 7pm – Tilehurst Methodist Church – Open meeting with speaker from Talking Therapies</p> | | |