

# Minutes

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## Patient Participation Group

Wednesday 28<sup>th</sup> April 2021 – 6.30pm

Western Elms Surgery      Chair      AP      Minutes      LL

1.	<p>Attendees:</p> <p>CL PPG: Chris, Norman, Peter, Philip WES PPG: Alan, Beti, Hazel A, Colin M, Hazel M, Susan A, Susan P</p> <p>Surgery: Lisa, Lucie, Jane, Jackie, Dr Oji &amp; Dr Hopkins</p> <p>Apologies WES: Alice, Marilyn, Shaheen Apologies CL: Debs, June</p> <p>Due to current Covid restrictions, we held the meeting virtually using zoom.</p>		
2.	<p>Minutes of last meeting and matters arising</p> <p>This is the fourth joint PPG meeting with Circuit Lane and Western Elms surgeries.</p> <p>The minutes of the last meeting were voted as accurate and accepted.</p> <p>The PPG poster was amended and circulated to all members. The general feeling was that perhaps a stronger message needs to be communicated to the general public regarding the PPG, however initially we just need to get the message out there to as many people as possible. Chris suggested that the vaccination clinics would be good opportunity to publicise the PPG so it was agreed that we would do an a-frame and have leaflets available at the next Pfizer clinic. The poster will also be distributed to all pharmacies in the area and copies will be sent to Alan, Hazel M, The Grange and Holybrook Parish Council and put on our website and Facebook page.</p>		
3.	<p>Financial</p> <p>The WES and CL account balances are the same as last month and the treasurer reports were voted as accurate and accepted.</p> <p>Chris suggested that perhaps we should be looking at electronic ways of raising money. Lisa commented that fundraising was a way of getting people involved who liked doing a book sale/raffle. Electronic fundraising does not encourage this. She felt that at the moment, we should be focusing our efforts on growing the PPG. Norman asked whether there was a specific piece of equipment or purpose in mind that the surgeries were in need of and if that were the case it would be a higher priority. Alan agreed to contact RBC to look into whether a PPG can also be a charity.</p>		

4.	<p>Surgery News – Lisa</p> <p>Outcomes from Away Day -</p> <p>Dr Oji provided feedback from the Partners Away Day that was held in March. We are increasing our F2F appointment capacity and the ability to see patients on a routine basis with continuity of GP care. There will be continued triage of patients who need to be seen before any F2F booking. GPs will work from WES for F2F appointments as we are still holding, however the pool of GPs will be increased. There will be also be a daily duty GP team to spread the GP workload. We will be analysing appointment demand so that resource can be as fairly allocated where possible. In frequent flier cases we will be looking at referring onto specific support e.g. social prescribers / MH support workers. We are actively recruiting more GPs via national adverts.</p> <p>Chris asked how many doctors do we have covering both surgeries. Lisa responded that we currently have 17 GPs across both surgeries. We also have physician's associates, prescribing link workers, pharmacists and additional paramedics. We understand that there is an expectation that patients need to be seen however patients also need to manage their medical issues differently to perhaps how things were done pre Covid. Footfall is a very interactive website which means that people do not even have symptoms for more than a day before requesting advice. In April 2020, 1700 patients used it and in March 2021 there were in excess of 5000 patients using it. This is a great result but a lot of resource spent on patients who could visit the pharmacy or treat themselves at home for a couple of days prior to seeking GP advice.</p> <p>Covid update –</p> <p>As we confirmed previously we won't be vaccinating the cohorts 10-12 which is under the age of 50. Patients will be able to get them at the mass vaccination centres, Tilehurst Village Surgery and Tilehurst Triangle Pharmacy. All our nursing home patients have received their 2<sup>nd</sup> vaccine and we have 11 housebound patients left to do. Lisa extended her thanks to Colin M for kindly driving round the nurses to vaccinate the housebound patients!! To date we have done 14,500 vaccines of 1<sup>st</sup> and 2<sup>nd</sup> doses combined and we will have vaccinated 20000 patients by the end. Alan expressed his thanks and everyone deserves a big round of applause!!</p> <p>Norman commented that he had his vaccine at Tilehurst Triangle Pharmacy and it was very straightforward. Lisa explained that Reading became saturated with opportunities to have the vaccine and we did what we pledged to do.</p> <p>Telephones –</p> <p>Lisa explained that the new telephone system is better than it was. We have done some timing changes and the calls are coming through a lot quicker. We have received more criticism over the numbering system, however there is a lot more provision and we will review it once we have</p>		
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	<p>more data to analyse. Interestingly in previous years we have received complaints about patients wanting to know what their position in the queue was, now we have it; it does not suit. We have employed more staff and we have more available lines now than we had across two surgeries</p> <p>Norman commented that he contacted the surgery twice today (28<sup>th</sup> April) and got cut off when he was at no 6. Jane was going to contact Norman to look into the issue as we can report this for further investigation.</p> <p>Footfall figures – Reports attached.</p> <p>This has already been covered earlier during the meeting.</p>	
5.	<p>PPG Issues –</p> <p>Alan commented that prescriptions appear to be delayed. Lisa responded that it is currently a 3 day turn around on prescriptions despite two working days being our aspiration. Any prescriptions received after 2pm are dealt with the next day. The amount of people who need urgent prescriptions appears to have increased and this is unfair to the people who plan their ordering. It also puts a great deal of pressure on the system. Dr Millar is working with the pharmacy manager to improve the systems and deal with patient demand. Recruitment is ongoing to grow the team further.</p> <p>Norman commented that if a prescription request comes through hospital, it appears to be delayed in the system. Jackie to contact Norman to look into the issue. Since identified that the surgery had not received the paperwork from the hospital so would not have known anything about it.</p>	
6.	<p>Patient Voice</p> <p>Lisa attended the last meeting. Hazel and Alan commented that they have been struggling to get onto the meeting. Lisa will feedback to the Patient Voice representative.</p>	
7.	<p>AOB</p> <p>Philip asked whether Berkshire West CCG is being abolished. Lisa commented that as we currently stand BWCCG is too small however if we merge as BOB (Berkshire Oxfordshire and Buckinghamshire) then there are economies of scale etc. Will it become too big; it is a directive from NHSE to collaborate further. Lisa will get some official feedback to be tabled at the next meeting.</p> <p>Alan closed the meeting by thanking all the doctors and the meeting was useful and provided good feedback.</p>	
9.	<p>Date of next meetings:</p> <p>Wednesday 26<sup>th</sup> May 2021, 12.00pm</p> <p>Wednesday 23<sup>rd</sup> June 2021, 6.30pm</p>	