

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 27th April 2022 – 6:30pm

Western Elms Surgery Chair AP Minutes LL

1.	<p>Attendees:</p> <p>PPG: Alan Porton, Susan P, Beti W, MrG, June, Philip, Debs, Hazel McC, Peter, Marilyn, Alice, and Chris G</p> <p>Surgery: Lisa, Jane, Lucie, Fernie and Dr Hopkins</p> <p>Apologies: Hazel A, Susan J and Norman</p> <p>Due to current Covid restrictions, we held the meeting virtually using zoom.</p>		
2.	<p>Presentation by Nurse Manager</p> <p>Alan welcomed Fernie to the meeting.</p> <p>Fernie is the Nurse Manager for WES & CL and has been Manager at the practice for 2 years. Her role includes being a diabetic nurse and nurse practitioner across both sites. As a diabetic nurse, this involves assessing patients, doing tests, providing follow ups, initiating medication and insulin, referrals to Diabetic Eye Screening and doing yearly check-ups. Nurse practitioners work independently diagnosing minor illnesses including sore throats, body aches and tonsillitis and prescribing and providing referrals for x-rays, scans, and blood tests. In addition, they work in collaboration with MDT which include duty GPs and paramedics to provide emergency OTD and routine appointments and following them up.</p> <p>The nursing team consists of three nurses and 2 HCAs. The team provide healthcare which include, smears, baby immunisations, injections, and dressings. We also have a Phlebotomist, Sam who is currently on maternity leave, however Gerry has been brought on board to cover her role along with Carly who will be doing ad-hoc hours. We have student nurse, Anita alongside our Nursing Associate, Mary. A nursing associate course enables the individual to provide an advanced level of care than an HCA, which include assisting the nurses with immunisations, helping with cervical smears, assessing, and dressing wounds.</p> <p>Several questions were asked following the presentation.</p> <p>Marilyn - can all nurses do intramuscular injections. Fernie responded that all nurses can do these injections.</p> <p>MrG – has been provided with a foot covering but is unsure what to do with it. Alice also commented that she has a similar problem. Fernie advised that she will contact them to book a F2F appointment to explain how they work.</p>		

	<p>MrG also asked whether you can call into the surgery to have a foot dressed. Fernie advised that you can call on the day and make an appointment. Dressings will be taking place on Tuesdays and Fridays on an ongoing basis.</p> <p>Chris G commented that all the nurses that he has seen to date have all been exceptionally good and of an extremely high standard.</p> <p>Alice – do we have a dedicated COPD nurse to look after asthma cases. Fernie explained that Gillian is currently doing this role, while Sarah Dean is currently being trained for COPD alongside Jenny who is being trained to be our asthma nurse.</p> <p>Alan thanked Fernie for providing an interesting insight into her role.</p>		
3.	<p>Matters arising</p> <p>Alan started the meeting by welcoming everyone, hoping everyone has been keeping well.</p> <p>The minutes were voted as accurate and accepted.</p> <p>Easter Market – how did it go?</p> <p>June expressed her thanks to Marilyn and Jane for coming along and helping at the Easter Market. It was quite a busy morning and £45.00 was raised. She felt that footfall was down due to Covid. A discussion was had as to what fundraising could be done in the future and to understand what people are looking for. Marilyn commented that June’s knitting was perfection, and the success was all down to her! June asked what she should do with the funds raised and Lisa confirmed for it to be passed onto Jane. Lisa and Alan thanked June, Marilyn, and Jane for all their efforts on what was a successful fundraising morning!</p> <p>MrG would like to send his thoughts/ideas regarding fundraising to Alan and Lisa and then for it to be circulated.</p> <p>Norman, Debs and MrG commented that Patient Access, the NHS version does only operate on a tablet/smartphone and not a computer. Lisa commented as GPIT Lead she will raise this as there should be a way of accessing the NHS app even if you do not have a mobile phone.</p> <p>Websites</p> <p>We now have one website, www.westernelms.com and Natalia is updating the generic pages. If you go to www.circuitlanesurgery.com you are redirected to Western Elms & Circuit Lane Surgeries. We are waiting for an upgrade to Footfall version 6; however, this has been delayed by the CCG.</p> <p>MrG commented that it is great that it’s all under one umbrella! Alice asked whether there is an actual email address for both Western Elms & Circuit Lane which isn’t medical Lisa explained that the only email address is we.scripts@nhs.com. Alice explained that she had been sent a text message from AccurX and it needed a response. She responded but the response didn’t appear to be going through. Lisa advised that we would get someone to contact her to see what the problem might be.</p>		

3.	<p>Financial</p> <p>The balance for WES and CL has not been changed. The reports were voted as accurate and accepted.</p>		
4.	<p>Surgery News</p> <p>Lisa advised that building work has been going on over the last few weeks. The damp problems we had on the second floor have been fixed and the new building has finally been signed off, 4 years after it started! We have applied for planning permission for fences around the WES perimeter and are receiving help from the planning team who are coming out to meet with us to enable us to stop people from using our site for sexual and drug exploits.</p> <p>The appointment system is being reviewed weekly and more appointments are now available for F2F and OTD appointments.</p> <p>We are still trying to recruit GPs. Every single surgery in Berkshire is looking for GPs and it is apparent that it is now easier to recruit in seaside towns than towns like Reading due to remote working! Sadly, patients still need to be seen.</p> <p>We have had several staff off with Covid over the last few weeks which has impacted our staff cover but we continue to do the best we can.</p> <p>Dr Hopkins advised the group that Dr Premkumari is retiring tomorrow, 28th April and has been a salaried GP at Circuit Lane since 2005 across many providers. We wish her a long and healthy retirement.</p> <p>Alan commented that he felt that doctors appear to bear the brunt of the work. Dr Hopkins responded that as a primary care team, MDT is the future as it enables us to provide lots of different specialist skills. With not being able to recruit GPs, who knows where the surgeries would be now without these specialist team members.</p> <p>Alan asked whether GPs in Reading are consulted regarding whether the RBH should remain in town. Lisa advised that there will be a public consultation, but the practice is not consulted individually.</p> <p>MrG asked whether the number of doctors are improving nationally. Dr Hopkins responded that according to the BMA and the College of GPs, numbers are declining but didn't have an exact figure. She suggested looking on the College of GPs website. Alice advised the group that there are 2000 less doctors than there were in 2016.</p>		
5.	<p>PPG Issues</p> <p>There were no issues raised for WES or CL.</p>		

6.	<p>Patient Voice</p> <p>Hazel informed the group that they had an interesting talk from Robert Monk, from Remap Berkshire at the last Patient Voice Meeting in April. The charity has been going for 50 years and it was suggested at the meeting that they come and do a talk at the various PPGs across Reading. They also thought it would be useful if information could be put on GPs websites and flyers to be put up in the surgeries.</p> <p>A discussion was had around the future of the Patient Voice Meetings as the chair, Wendy has decided to step down. The format could be changed; however, this would mean no inclusion from the CCG or continue as they are. There could be the option of joining with other PV groups, South Reading or Newbury, South Reading being the most probable. Meetings are still on zoom and the consensus is that this works as it doesn't take up so much time and members don't need to travel. Lisa wanted to understand whether Lesley Wakefield would be continuing as secretary to the Patient Voice.</p>		
7.	<p>AOB</p> <p>Alice advised the group that the NHS volunteer service that was supporting Covid for the clinical extremely vulnerable has now shut down. She also informed the group that the hydrotherapy pool at the RBH has closed permanently, and the CCG have advised that they will take patients to Lyndon Hall Clinic in Wargrave. Finally, she commented that she had received a letter regarding contact details to obtain anti-viral medication – she thought it would be a good idea to put the phone number you have to contact on our web-site – AG to let us have a copy of the letter.</p> <p>MrG informed Lisa that he had been waiting for a phone call from the GP. Lisa advised him that she would investigate this on her return to the office in the morning.</p> <p>AP closed the meeting by thanking everyone for attending.</p>		
9.	<p>Date of next meetings: Wednesday 25th May – 12.00pm Wednesday 22nd June – 6.30pm</p>		