

# Minutes

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## PATIENT PARTICIPATION GROUP

Wednesday 1<sup>st</sup> February 2022 – 1.00pm

Circuit Lane Surgery      Chair    AP    Minutes    LL

1.	<p><b>Attendees:</b></p> <p>PPG: Alan P, Susan P, ChrisG, Hazel McC, Debs, Hazel A, Philip, Peter, Sue J, Colin, Marilyn, June, Norman, Jayne, Ann</p> <p>Surgery: Lisa, Lucie, and Jane</p> <p>Apologies: Beti and Alice</p> <p>The meeting was held in person at Circuit Lane Surgery. The meeting was also accessible via zoom for those who could not attend in person.</p>		
2.	<p><b>Matters arising</b></p> <p>Alan started the meeting by welcoming everyone, hoping everyone has been keeping well.</p> <p>Telephone system This is still ongoing and currently with NHS Digital</p> <p>Fences – installation completed The fences look grand, and Lisa expressed her thanks to all those who got involved in assisting us in getting the planning permission. A good job done all round!</p> <p>Prioritisation of calls – AM/PM Lisa advised that this was discussed at the Partners away day on Saturday 28<sup>th</sup> January. We are reviewing it and we will be coming up with a solution to reduce the shortness of the window of the phone call. Lisa informed the group that we were 100 days short in January due to staff sickness and absence which would obviously impact initiating this change having had to cancel a lot of appointments.</p> <p>PPG Poster - update Lucie informed the group that she had contacted Southcote Primary school by email in November and again in January to see whether they would be interested in helping us design a new poster to promote the PPG. Lucie to chase up with a telephone call. Alan also knows of a graphic designer who may be able to help us with the design. Alan to contact them.</p> <p>The minutes were voted as accurate and accepted.</p>		

3.	<p><b>Financial</b></p> <p>Monies received from the Xmas raffle of £56 to be banked. The balance for WES and CL has not been changed. The reports were voted as accurate and accepted.</p> <p>Hardback and paperback books are available to buy at WES. Jane to put out books at CL and if anyone has anymore these would be gratefully received.</p>		
4.	<p><b>Surgery News</b></p> <p>FFT – statistics from October-December 2022</p> <p>Lisa advised the group that the number of responses had increased as we can now use Accurx to send text messages, which increases the number of texts being sent out and therefore should increase the number of responses we receive.</p> <p>ChrisG wanted to understand what our target is for how likely our patients are to recommend the service to their friends and family. Lisa responded that we would be aiming for everyone to recommend our service. Lucie to provide a comparison over the last 6 months for the next meeting.</p> <p>Lisa asked the group what area of improvement we would like to focus on this month as we have discussed previously.</p> <p>Sue commented that reception appears to be a common theme whether it's good or bad feedback. Debs suggested that we need to get an idea of what we need to do to put things right; improve things for the better. Perhaps more training for the receptionists is something we should look at. Jayne responded that whilst that maybe the case, in her experience, the receptionists bear the brunt of the patients whether that's on the telephone or at the front desk.</p> <p>Lisa explained that we are aware of those patients who are hostile to staff, and we can manage the situations accordingly. Patients in the main are calming down and getting better. The recent Google feedbacks have all been five stars!</p> <p>Recently, a colleague related back to management how another colleague had behaved and how distressed they were about it. The staff care about how messages are delivered and are very passionate about what they do. We are now a team of 85 people which illustrates where we are with our staff and reinforces that we care.</p> <p>Peter asked how patients are triaged. Lisa responded that all receptionists follow a script which has been written by a doctor on a template. Confidentiality is key, especially on the front desk. We try and understand the issue and if required liaise with colleagues upstairs or with a line manager. A member of staff was racially abused recently whilst being on the front desk on their own, so we have implemented a new policy whereby there are now always two members of staff on the front desk. The screens are still up and will remain there for the time being.</p>		

	<p>ChrisG suggested whether we had thought of installing a recording device. Lisa responded that we need to ensure that patients and staffs' privacy are respected, and we have a GDPR responsibility. Two members of staff on reception will suffice.</p> <p>Marilyn wanted to pass on her thanks to Josie who had demonstrated great compassion whilst trying to calm down a distressed patient in reception. Marilyn and the other patients felt very at ease.</p> <p>Ann suggested that we use a bell to call for help. Lisa advised that we have a panic alarm which can be activated should the need arise.</p> <p>ChrisG commented that he had struggled to find eConsult on the website and was unclear what it was. Lisa responded that eConsult allows GP practices to offer online consultations to their patients. It allows patients to submit their symptoms and then they are triaged accordingly rather than the previous system Footfall which allowed the patient to ask anything and could place the patient and the surgery at risk.</p> <p><b>Recruitment</b>  Lisa informed the group of where we are with our current recruitment. We are hopefully recruiting another female GP to do six sessions, which will allow us to release some of the locums as the costs are not sustainable. We are interviewing another GP this Friday. Robert who is currently one of our HCA's is doing a nursing associate apprenticeship programme which will allow him to then access his nurse training on completion. We have two Pre-Registration Pharmacy Technicians starting at the end of this month. Jess has recently joined the pharmacy team as a pharmacist. The pharmacy team now consists of eight members of staff, 4 of which are full time prescribers. We also have an additional physiotherapist to assist the MDT.</p> <p>Dr Akhter's patients have been allocated to Western Elms &amp; Circuit Lane Surgeries. Lisa understood that patients would prefer to have a named person.</p> <p><b>Expression of thanks to AG and SP</b>  In view of the fact that Alice had been a founder member of the PPG, Alan took some flowers to say thank you and to note her long service. She has been a very active member of the group and we welcome her to our meetings whenever she is available.</p> <p>Lisa and Lucie wanted to express their thanks to Susan for all her help as Treasurer on the committee and passed on a bunch of lovely tulips.</p> <p>Alan thanked them both for all their service on the committee over the years.</p>		
5.	<p><b>Patient Voice</b></p> <p>The meeting took place on Tuesday 10<sup>th</sup> January.</p> <p>Lisa commented how desperate some PPGs are for members and some have completely disappeared.</p>		

	<p>The N&amp;W Reading Locality Patient Voice Group has continued a voluntary model since it was disbanded by the CCGs and has remained a vessel to communicate information and allowed us to glean areas of what is going on in the community.</p> <p>Lisa suggested that we could look at organising an open meeting like we did previously to Covid whereby we get a speaker along to talk about a specific health topic. It was agreed that the group would prefer to have a health professional from within the practice talk about their role such as a pharmacist, physio, or PA. Lucie to organise for the next meeting in April.</p>		
6.	<p><b>AOB</b></p> <p>NHS rules for accessing GP services when away from home - NL  Norman raised his concern regarding the surgery's protocol for when a patient from out of catchment is ill while visiting family/friends in the local area as this happened recently and the individual was advised by the surgery to seek help from the walk-in centre.</p> <p>Lisa informed the group that this should not have happened and that the patient services team would be retrained in the process of what to do and when.</p> <p>Debs wondered how we could encourage people to join the PPG. She felt that a terms of reference and a code of conduct would be beneficial for people to understand what is expected of them. Lisa commented that we have our constitution which is available on our website. Debs advised that they were different and will send them on to Lisa to review.</p> <p>Other ways of improving membership could be to have an open day and contact the local secondary schools in the area, The Wren, and Blessed Hugh Farringdon.</p> <p>AP closed the meeting by thanking everyone for attending.</p>		
9.	<p>Date of next meetings:  <b>Wednesday 5<sup>th</sup> April @ WES @ 6.30pm</b>  <b>Wednesday 7<sup>th</sup> June @ CL @ 1.00pm</b></p>		