

Western Elms Patient Participation Group Meeting

22nd August 2018

MINUTES

Present	
AP – Chair	JH – Deputy PM
LT – PM	SB - Admin
SP – Treasurer	
DS	
SA	
CM	
HM	
HA	
VP	
CL patients – LD MD	Apologies: AG, MR, MW, ME, CR

Item	Comment	Action
1	Apologies for absence were received as noted above.	
2	The minutes of the last meeting were approved and adopted. AP thanked everyone for their efforts and cake donations for the NHS 70 tea party.	
3	<p>Financial</p> <ul style="list-style-type: none"> • SP reported that there was a total of £2414.98 available with book monies to bank of £20.08 minus £30 for the hire of Oddfellows Hall making a total of £2404.01 • SP said that the balance sheet was available to view if anyone wanted. • The balance sheet was approved and adopted. 	
4	<p>Surgery News</p> <p>Extension Update</p> <ul style="list-style-type: none"> • LT advised that there has been a delay with the building works. During the demolition the builders found steel posts which they did not know were there. The plans for the work had to be re-drawn, however the builders believe they can make the time up and the end date is still projected for 24th December. • LT explained how the ‘unwanted guests’ are very much still present around the building and site. We have had a new gate put up in front of the staff entrance as the shelter was being used for unwanted activities, leaving mess and needles around. • Dr Newsham had seen a headline in the Reading Chronicle of similar 	

activities showing it is a well-recognised problem within the area.

- It was decided we would invite the Battle councillors to our AGM meeting in October in an effort to ask them what can be done to try and combat this problem. AP to contact councillors and invite them.
- LT made a formal apology regarding being able to book appointments online through our new system. It was brought to our attention that there were no appointments available online, when we checked with EMIS, everything our end was set up correctly. However after chasing again it would seem that our new provider had not set it up correctly from their end. All of our routine appointments are now available to book online and we have tested this with patients we know who have access.

Circuit Lane

- 2 Members of Circuit Lanes PPG attended our meeting and advised they have no complaints and are very pleased with the improvements that have happened so far.
- LT advised how as a team we have all worked very hard. There has been some turnover of nurses, however this is mainly due to the difference between Primary care and secondary care. We have a new nurse starting called Sarah. Altogether we have a team of 11 nurses working across both surgeries: 4 Advanced Nurse Practitioners, 2 Practice Nurses, 4 Healthcare Assistants and 1 Phlebotomist.
- DS stated how until recently she did not realise how lucky patients are at Western Elms that we have phlebotomy appointments to offer patients every day as many surgeries do not offer this service.
- LT explained she had received an email from the CCG explaining bloods were up by 5% at the RBH. Surgeries were being asked to demonstrate their availability of blood appointments.

7 Day Working

- LT advised originally NHS England had decided that in line with the 5 year forward view all surgeries were to be open 7 days a week 8 – 8pm as of 1st April 2019 however; this has subsequently been brought forward to 1st October 2018. We will be working alongside Circuit Lane and Tilehurst Surgery (The Potteries) as a cluster and will be open 7 days a week across the 3 surgeries. Together Circuit Lane and Western Elms make up 2 thirds of the list size. Westcall have agreed to cover Sundays and Friday evenings.
- We hope that WES will continue to be open until 8pm Mondays, Tuesdays and open until 4.30pm every Saturday certainly until December due to the building works. We need to facilitate the same amount of appointments for our patients. WES will cover a 1/3rd of the evenings and Saturdays from December.
- Patients will be able to have an appointment at any of the surgeries. After the building work has finished in December we will go back to opening 8.30 – 12.30 on Saturdays. We then be open 1 in every 3

	<p>Saturdays taking in turn with Circuit Lane and Tilehurst surgeries seeing any member of the MDT team: pharmacists, nurses, doctors, etc.</p> <ul style="list-style-type: none"> • It was explained we will be participating in another pilot which is in talks currently whereby the NHS service 111 would be able to book our patients into our system directly once receiving a call, to avoid hospital admissions. <p>Online Services</p> <ul style="list-style-type: none"> • There is currently a massive push on encouraging people to register for online services to book appointments online, request medication and view medical records, etc. SB to send the presentation around to the PPG members with the minutes. • DS explained how viewing medical records is still not available on the system. LT explained how it has to be switched on manually for each individual. Since the GDPR changes lots of people want access to their medical records so this needs to be monitored carefully. • DS explained how she had some trouble requesting her medication online which was rectified by the Practice Pharmacists. To note: patients may now also request medication on our new interactive website if they have issues with online. 	
5	<p>PPG Issues</p> <ul style="list-style-type: none"> • AP advised that MR had resigned from the roll of Secretary. As a result there is a position available; it entails taking minutes of the meeting, etc. We would be pleased to hear from anybody who might like to take up the role. A vote will take place at the October AGM. • AP advised Oddfellows Hall is not available in October for the AGM as it is already booked. It was decided we would hold the AGM at WES so that the councillors can see what is happening around the building... 	
6	<p>Patient Voice</p> <ul style="list-style-type: none"> • HA advised it was very interesting to listen to a Nurse Practitioner who attended their last meeting who advised nurses are starting to look around the whole care of the patient, not one condition at a time and how patients can self-manage – creating care plans and focusing on chronic diseases. • DS asked whether there were care plans for patients with cancer and what the 6 month criteria was? LT to check criteria we have in place currently and advise at next meeting. 	
7	<p>Any other business</p> <ul style="list-style-type: none"> • LT advised Circuit Lane will be open Saturdays for Flu Clinics this year for both Circuit Lane and Western Elms patients as we do not have the capacity at Western Elms due to the building works. GPs will be giving the injections within their clinics. LT explained how this year there are 3 different types of jabs. They are all being delivered on different dates 	

	<p>therefore, the Saturday clinic dates are to be confirmed as it would be wise to do it when all of the vaccines are available.</p> <ul style="list-style-type: none"> • CL patients advised Circuit Lane has good parking; it is on the bus route. During the clinics at both surgeries we will be looking to identify – carers, veterans and new members of the PPG. All of the members present said they were happy to support these. • LT asked if everyone could visit the new website – www.westernelms.com and have a look around at the new and exciting things that you can now do. • VP asked out of curiosity why do the receptionists ask for a reason when booking appointments? LT advised this is simply so that the receptionist can make your appointment with the most appropriate clinician. For example, medication with pharmacists and minor illnesses with the Duty Nurse. They are asked to do this by the Partners, they then can also triage the duty list to make sure that the right people are seen in the right order. • HM advised she had tracked a referral on our new website and received an automated reply, however, no further response. LT to look into this and feedback. • The next Circuit Lane PPG meeting is on Wednesday 3rd October 6.15pm. HM and VP to attend. 	
8	<ul style="list-style-type: none"> • AP thanked everyone for attending and closed the meeting. <p style="text-align: center;">Date of next meeting: Wednesday 26th September @ 1.30pm At Oddfellows Hall</p>	