

Western Elms Patient Participation Group Meeting

27th June 2018

MINUTES

Present	
AP – Chair	JH – Deputy PM
LT – PM	SB – Admin
SP – Treasurer	SR – Practice Pharmacist
VP	
KT	
VT	
HM	
BM	
MW	
HA	Apologies: BF, MA, SA, AG, ME, MR

Item	Comment	Action
1	Apologies for absence were received as noted above.	
2	The minutes of the last meeting were approved and adopted.	
3	<p>Financial</p> <ul style="list-style-type: none"> • SP reported that there was a total of £2439.06 available with book monies to bank of £5.92. • SP said that the balance sheet was available to view if anyone wanted. • It was discussed that once the building work was completed that the PPG would kit out one of the new consultation rooms. This was agreed by all. • The balance sheet was approved and adopted. 	
4	<p>Surgery News</p> <p>Extension Update</p> <ul style="list-style-type: none"> • LT stated that the building work is in full swing with the scaffolding getting higher and higher each day, the slanted roof in the nurses rooms has been taken off and they have started building an extension on the back which isn't visible at the moment. • All of the equipment and pipework has been taken down. A ramp has been built for the side door as this may have to be the main entrance when the current main entrance is being worked on. LT pointed out that the ramp is attracting visitors who are leaving rubbish and needles around the site. This is a continuous problem – police aware, have contacted council, have grown garden so not accessible but still return. 	

- AP asked whether we may need to put fencing up around the building. LT advised that eventually we may need to put railings all around the building so that it is not accessible
- AP asked whether the building works is affecting the surgery and appointments.
- LT said we are continually reviewing the appointment system. We have out of hours appointments on Saturdays with 3 GPs working from 08.30 – 16.30 which are pre-bookable routine appointments. All rooms on a Saturday are used by nurses, pharmacists, physiotherapists and GPs. The doctors are doing as much as they can working 6 days a week and 8am – 8pm Monday – Friday.
- We have 4 locum GPs alongside this – Dr Nazir, Dr Al-Nakeeb, Dr Hodge and Dr Horne.
- LT said this relates to MW's question – when will we be able to get appointments with our own GP and not any duty doctor available? LT advised you can pre-book appointments on a Saturday and in extended hours in the week with a named GP up to 6 weeks in advance.
- In a previous meeting it was stated by one of the Partners that during this time period you will be able to see a doctor on duty on any day of the week – your registered GP will still see all of your results and if they feel you need to be seen by them they will contact you regarding this.
- AP mentioned some people had made comments on 'Tilehurst Gossip Girls' on Facebook regarding not answering the phones and not being able to get through for 2 hours.
- LT advised she had seen the comments and has investigated this – but will not comment back to them. Some of the comments were factually incorrect. The staff rotas have been reviewed and the telephones in the mornings are all used by reception staff who are constantly answering the phones. She is able to see statistics such as how many calls are unanswered and how many times somebody has rang the surgery. Lunch time is sometimes a problem, just like many other places.
- LT said all of the comments we receive on NHS Choices she replies to and investigates.
- LT advised we received a lovely comment to say the staff deserve a medal not a beating. It is difficult as we can see the 6 month vision but patients may not.
- AP said it's unfair to judge the surgery whilst the building works are happening, and that the Mirror Newspaper had reported some GPs were seeing 72 patients a day!
- LT advised – on a good day – the GPs see around 40 patients per day and 15 telephone calls.
- SR advised on Monday the pharmacists alone had 20 duty calls in the morning and 30 in the afternoon, alongside their other workload.
- LT explained how we have gone from having 1 and a half Practice Pharmacists to 5 full time in the space of a year, alongside 2 full time visiting paramedics which has been very successful. At 10am all practice

	<p>staff have a meeting to see how the day is going and actions to take.</p> <ul style="list-style-type: none"> • VP said she had experience of using the practice paramedics and said they did a brilliant job! • LT said the paramedics have been a fantastic pilot; they are employed by both us and SCAS which gives them a diverse career. They have also recently been visiting registered patients who have called 10 blue light ambulances in the past year to avoid reoccurrence. There are also talks of working alongside the Mental Health Team... Watch this space... <p>Dr Webb</p> <ul style="list-style-type: none"> • LT explained that Dr Webb will be leaving us as of the end this week. Her patients will be allocated a 'usual GP' and a 'registered GP'. • A 'good-bye' card was sent around to be signed by PPG members. <p>Closure of Priory Avenue</p> <ul style="list-style-type: none"> • LT reported that Priory Avenue will close this week on 30th June. We have had some patients register with us and have had some allocations which haven't been as many as anticipated - around 100. • Some surgeries promoted that their patients register with them to benefit their list size. • During this time we also encouraged patients who came to register with us who were also in Circuit Lane practice area to register at Circuit Lane. 	
5	<p>PPG Issues</p> <ul style="list-style-type: none"> • HM explained herself and BF had attended the Circuit Lane PPG meeting and the feedback was very positive since the takeover. Work had taken place to redecorate the surgery. • LT said the date of the next meeting was 1st August 6.30pm. • AP asked if we had any volunteers to attend. It was decided HM and VP to attend. • AP stated Oddfellows Hall was not available for the proposed NHS 70 meeting on 25th July as it had already been booked. AP suggested it may need to be moved to the evening, or held at the surgery, or held elsewhere. • LT advised we would not be able to have it at the surgery and it would be best to keep it at the same time as posters had been put up and retired partners and other speakers etc. had made plans to attend at this time. It was decided that we would look for alternative venues. • Argyle Hall and Carey hall were both suggested and HA is going to get in touch with Argyle as she attends there and will let us know ASAP. AP to have a look into other halls nearby. Posters will be amended accordingly. • Retired partners Dr Connor, Dr Williams and Dr Nash are definitely attending. Dr Noakes and Dr Latchford will possibly be attending. • Debbie from Oddfellows has confirmed she will come to talk regarding history from Oddfellows and Sarah Wise from North and West Reading 	

	<p>CCG will be attending.</p> <ul style="list-style-type: none"> • AP asked the group whether they think we should have an agenda during July’s meeting. However it was decided this was more of a social meeting and that we would not have an agenda. • AP stated ME had contacted him to ask the group if they will email her regarding cake donations so that there is a rough idea for numbers. • We will take some money from the funds to buy cakes also. 	
6	<p>Patient Voice</p> <ul style="list-style-type: none"> • HM explained the Carers Hub was discussed in the recent Patient Voice meeting. It was stated that there are around 13,000 unpaid carers but only around 1000 – 1200 were identified. You can register as a carer at any surgery. They are promoting looking after the wellbeing of carers – you can apply for grants and start new skills or hobbies. • LT advised we have spent a lot of time on this in the past to grown our list of registered carers but patients do not recognise they are a carer as they are looking after a loved one. The new approach may encourage people to come forward. • HM explained there are now packages if you join the register and flu jab was all that was on offer before. There are no limits on the amount of hours you care for someone. This is going to be advertised on surgery tv screens! • To celebrate NHS 70 everyone is invited to Caversham Croquet Club on 8th July 2018. 	
7	<p>Any other business</p> <ul style="list-style-type: none"> • LT shared that our new website is up and running. Please can you google it and have a look, it is interactive! If you see any mistakes please let us know and welcome any feedback. 	
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 25th July @ 1.30pm – NHS 70! VENUE TO BE CONFIRMED</p>	