

# Minutes

## PATIENT PARTICIPATION GROUP

Wednesday 8<sup>th</sup> January 2020 – 6.45pm

Western Elms Surgery    Chair    AP    Minutes    SB

1.	<p>Attendees:</p> <p>Alan, Hazel M, Colin M, Susan P, Marilyn, Alice, Hazel A, Shaheen, CS, Ken, Val</p> <p>CL: Peter C, Chris G</p> <p>Surgery: Lisa, Jackie, Lucie, Dr Hopkins</p> <p>Apologies: Murray, Susan A, Moya</p>		
2.	<p>Minutes of last meeting and matters arising</p> <p>The minutes of the last meeting were voted as accurate and accepted.</p>		
3.	<p>Financial – Susan (Treasurer)</p> <p>The report was voted as accurate and accepted</p> <ul style="list-style-type: none"><li>• Account Balance - £327.21</li></ul> <p>To Bank</p> <ul style="list-style-type: none"><li>• Book Money - £28.83</li></ul> <p>Equipment purchased from the patient fund has now been installed including 2 counselling chairs in the charity room, a table and chairs in the training room and 3 beds in the acupuncture/registrars room. A big thank you to all those involved in this from the Surgery.</p> <p>Dr Hopkins advised that more large blood pressure cuffs are required. A costing to be put together to understand what these would cost.</p> <p>Lisa advised that all equipment in the surgery needs to be used and maintained correctly and a memo should be sent to all staff to this effect.</p> <p>Chris G, a patient from CL asked how WE's is so money rich. Lisa explained this was due to all the fundraising that had taken place and from a one off donation.</p>		
4.	<p>Surgery News - Lisa</p> <p>Group consultations –</p> <p>Dr Millar has been on training to understand the format of the group consultations and how they should work. There is evidence that patients with the same condition should be sharing experiences and that best practice would be to have group patient sessions relating to the different chronic diseases. Dr Hopkins explained that this individual/group work allows patients to feel empowered to take control and this is exciting to see.</p>		

	<p>Alice said that she would be happy to get involved. LT thanked her for this and said that JM would approach her if it became appropriate moving forward.</p> <p>Sophie leaving –</p> <p>Sophie left the surgery in November to pursue a role at RBC. Lucie Lawrence joined the staff in December and was voted as the new secretary of the PPG.</p> <p>Flu appointments –</p> <p>There are still flu vaccines available. We are currently one month behind the pharmacies and due to the mild weather numbers are down. Based on previous years, it is likely that a cold spell will be imminent and it is advised that patients who qualify for them should come and be immunised asap. Please share this with patients who have not had one.</p> <p>PCN update -</p> <p>Lisa explained that we currently have 45,000 patients across the three surgeries. The principal of pharmacists working across the surgeries is to deal with all medication reviews and prescriptions enabling the GP's to focus on patient care. We are lucky at WECLS as we already have a team of 7 however we have recruited our first PCN pharmacist – Karim. He will come and meet you all in due course.</p> <p>NHS England has released the new specifications for the PCN enhanced service. It is proposed that from April 2020, individual nursing homes within the PCN will need to be allocated a GP surgery who will carry out weekly ward round visits. There are lots of practical issues involved with this to ensure its smooth transition and there is currently a consultation going on locally within the practices for them to comment.</p> <p>There were a couple of issues raised by patients relating to appointments and medication. Ken advised that he received a call at 9am from the surgery advising him to expect a call from the pharmacist. He waited in all day for the call but did not receive a call until the next day at 4pm. Lisa advised that new procedures have been put in place and this should ensure that the processes are more effective and efficient. Dr Hopkins stated that a text message should be sent to you if you don't answer your phone. Chris explained that he had also had several issues with his prescriptions and is struggling to understand whether CL surgery or the pharmacy is at fault. Dr Hopkins advised that it is essential that patients attend the medication reviews to ensure that all medication is up to date and correct.</p>		
5.	<p>PPG Issues – Alan</p> <p>BOB Merger –</p> <p>Lisa explained that the Government along with the NHS Commissioning Group would like to merge Berkshire West, Oxfordshire and</p>		

	<p>Buckinghamshire CCG's into a single body. This will include 48 surgeries, 3 LA's and ½ million patients. It was consulted on before Christmas. Patients in the group aren't in favour as the current system is working but it is likely that this will come into effect as of April 2021.</p> <p>Growing membership –</p> <p>Lisa explained that it is key that we focus on growing the membership of the PPG. We get a reasonable turn out at meetings but we would like to encourage new members to join both young and old. From a marketing perspective, we have a Facebook page, PPG email and promote meetings within the surgeries. It was suggested to put up posters in pharmacies, supermarkets, gyms and contact local parish councils. To encourage younger members, Lucie is going to get in touch with local sixth forms and careers offices to see whether there any young adults who are thinking of a career within the NHS and would like to get involved. This is a huge tick on a university application form.</p> <p>PCN/PPG Joint Meeting</p> <p>The next open evening will be on Wednesday 5<sup>th</sup> February at Tilehurst Methodist Church. We invite our patients to a talk to understand your diabetes with guest speakers including Dr Javaria Akhter, Fernie our Diabetic specialist nurse and a representative from the Berkshire Eye Screening Programme.</p>		
6.	<p>Patient Voice – Hazel</p> <p>Hazel explained that all surgeries are struggling with PPGs. The exception is Mortimer surgery who has managed to establish a link with Willink School to encourage younger patients to get involved. Lucie to contact Little Heath and Denefield schools to promote the group. Lisa suggested that perhaps personal testimonies from current members could be used to encourage participation. Alan agreed to provide an article for the January newsletter.</p>		
7.	<p>AOB</p> <p>Alice asked whether we have carers session or a matron at the surgery. Lisa confirmed that a carers session takes place on Friday mornings from 9.30-12.30 and that we have a community matron.</p> <p>Alice informed the group about a mental health helpline called SHOUT which you can contact on 82528. She feels that this insufficient mental health support available. Shaheen explained that in her experience there are services out here but there is inadequate provision.</p>		
7.	<p>Date of next meetings:</p> <p><b>Wednesday 5<sup>th</sup> February – Diabetes Care (PCN)</b>  <b>Wednesday 4<sup>th</sup> March – Circuit Lane Surgery 6.15pm</b>  <b>Wednesday 1<sup>st</sup> April - Western Elms Surgery – 6.45pm</b>  <b>Wednesday 6<sup>th</sup> May - Open meeting with speaker – TBC</b></p>		