

# Minutes

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## PATIENT PARTICIPATION GROUP

Wednesday 7<sup>th</sup> August 2024 – 6.30pm

Western Elms Surgery    Chair    AP    Minutes    AG

1.	<p><b>Attendees:</b></p> <p>PPG: Alan P, Chris G, Susan P, Beti, Patricia, Hazel McC, Philip, Peter and Suhkvinder, Simon Shaw (Health Watch)</p> <p>Surgery: Lisa, Louise, Jane, Angie</p> <p>Apologies: Susan R, Susan J, Debs, Alice, Marilyn, Gerry, Ann and Margaret</p> <p>The meeting was held remotely via zoom.</p>		
2.	<p><b>Matters arising</b></p> <p>Telephone system – we are pleased to announce that we have been given an installation date in September – 2 years down the line! They implemented the new broadband connections and knocked out CL for 2 days so we hope the actual installation will go a bit better.</p> <p>NHS App Ambassadors – we advertised this quite well but not one person came. We will do again on a Saturday at WES and see if this gets a better audience.</p> <p>Email addresses – it was agreed that anyone who was currently active would be happy to use their email address in the 'to' section so that the team itself could be self-managing. This is only for PPG usage. The others would remain in the bcc at present and will either move to 'to' or be deleted from the circulation list. Today was an example of being difficult to contact patients from their email address as they are non-identifiable.</p> <p>The minutes of the previous meeting were approved.</p>		
3.	<p>Guest Speaker – Simon Shaw, Health Watch</p> <p>What is Healthwatch – service that works across Reading, Wokingham and Newbury. Reading branch is based at the old gates of the Battle Library. They want to hear about experiences of health and social care – they will collate the information and go back to the decision makers and inform of outcomes. Every call they get is actioned in some way.</p> <p>The GP Access project – the report has been done but still not approved – will be circulated soon – LT keen to see how this is written up as there were 3 members of WECLS who attended – how statistically correct and what context will be mentioned.</p>		

	<p>SS role is to support PPG's across all 3 localities – look at the groups and advise – see how they are working – how they are doing – any ways in which HW can share good practice and implement things.</p> <p>Who are the sponsors of Healthwatch (HW) - SS advised that Healthwatch are commissioned by the Local Authority and completely independent of the NHS, however a statutory organisation. What is the connection with advocacy people. SS advised that the Advocacy run the contract for Healthwatch programmes and manage HW. Concerns over the fact that HW no longer look after Reading conciliation however the Company that does manages them. Is that not 2 in 1.</p> <p>LT asked who we should recommend patients to contact for advocacy services. SS advised this would be Alice and it was agreed he will forward her email address to the PPG email address.</p> <p>PC asked how confident Health Watch are that the experiences were significant, and they were statistically representative of peoples care. Simon advised they are not just there for complaints, also compliments and things that are not going quite right!</p> <p>AP stated that RBC and Gov are allowing building of houses by the thousands, and this is putting pressure on hospitals and surgeries and asked how Health Watch can help surgeries with numbers growing. SS advised they have been working with RBH "Building Together Programme" with discussion in the Health and Well Being Conference. He was able to feed back but it is not in their remit to take any further.</p> <p>PH asked if HW are in a position to make referrals and can they signpost people. SS advised there is a call centre /email and that someone will get in contact or signpost to appropriate person.</p> <p>SD asked whether based on feedback and aggravated patients with long waiting times if there was a way of picking themes and creating leaflets for informing patients as to why surgeries are stretched. SS advised we do not collect that information and don't monitor services.</p> <p>CG responded to SD advising that he has sent a WhatsApp message to a Councillor re planning asking how it pans out in an area and the impact on them. Will ask if appropriate for a Councillor to attend a meeting and explain.</p> <p>BW advised that DE usually gives Councillor information however all agreed they would be interested in a Councillor attending to talk to the group.</p>		
4.	<p><b>Financial</b></p> <p>The balance for WES and CL is £2,873.57</p> <p>LT had purchased the new blinds in the CL waiting area and a new clock.</p>		

5.

## **Surgery News**

FFT – statistics from July onwards to note. We will look in more depth next time again and become more rigid with managing out an area however focus more on patient survey this time. LT advised that there were over 30 pages but she had picked out the 4 pages of bad reviews. We would normally pick out leading things and discuss but will go back to this in the next meeting.

PC asked on looking at the poor comments could we put on the top of the form to discuss with a manager? LT advised that it is a National Campaign and she has read all of the comments and took action where possible and that we will need to continue to pick themes.

Patient Survey – Initial thoughts

PC asked where the 4 questions came from?

LT advised that she got together with AP and looked at the questions they were concerned about initially and wanted to understand what the patients mean / understand from the questions. We want to see what we can do to make things better and what their expectations are.

PC advised that every patient has a different expectation, and some feel more privileged than others. LT advised that we are looking at the National survey.

SD wonder whether question 3 related to patients not getting to see their own GP?

LT would like to get the team to ask the questions of people in the waiting room and then expand them further obtaining context around their responses – this way we can then put forward a plan as to how we can improve things ... or not if it is not in our gift.

AP advised the small amount of people who responded were probably dissatisfied but the other 200 people who didn't were probably happy so didn't respond. (To note 332 people were sent a questionnaire and 96 responded of the 28500 patients we have)

AP asked if everyone was happy to accept the new questionnaire. Much conversation was had around how understandable it was and the relevance of the question obtaining clarity. LT said this was good – this is why we are tabling it to get your feedback.

HMc advised you say this is "our" wording. LT advised that the Statement is from the Government and that our wording is below.

LT – CQC are currently under scrutiny and our concern is they will pick us to visit due to our poor rating. We must do something to understand how we can do things better. LT asked if anyone is against the questionnaire.

LT advised very happy to review or provide an alternative question.

	<p>SD suggested an alternative question "Would you want a surgery professional to ask you about your mental health" for question 4. All voted and agreed to change.</p> <p>LT advised will amend survey and if not heard back in a week with any amendments will put out.</p>		
6.	<p><b>Patient Voice</b></p> <p>The BP Patient running the patient voice has retired her role as she has moved to a new surgery. Reading has become 1 now with Tom Lake running the South Reading Group. LT asked what thoughts we have on joining them. It was agreed that it was important to maintain a membership somewhere. Do we want to move to South Reading.</p> <p>HMc felt we need to be part of a group and that it is important to know what's going on with other surgeries for best practice.</p> <p>LT asked whether everyone would like TL to attend our next AGM in October. All in favour and agreed. LT will send out an invite to him.</p>		
7.	<p><b>AOB</b></p> <p>Newsletter – Please let us know if anything you would like to add as an article. We are going back to monthly and printed for the waiting room seats.</p> <p>Industrial Action – GP's not striking. Will be having a conversation next week whether we want to take any form of action however at present all is normal.</p> <p>POD – This is in the newsletter. The POD is in the room next to the front desk at WES and you can check your height, weight, blood pressure, BMI and this will all be added to your records. Please come and try it.</p> <p>New Recruits:</p> <p>We have 5 new Trainee GPs started with us today - 2 new F2's, 2 new ST2's and 1 new ST3.</p> <p>We also have 3 new pharmacists, 4 receptionists and 1 male nurse prescriber. Our work force is now up to 95.</p> <p>To note flu clinic is on Saturday 5<sup>th</sup> October. Will ask AP for volunteers.</p> <p>At the end of the meeting CG advised that in relation to section 106 monies mentioned earlier, Reading Golf Club gave Emmer Green Surgery a substantial amount of money.</p> <p>AP closed the meeting by thanking everyone for attending and welcoming Angie to the group. He reminded everyone regarding invites to nominate new officers and that all nominations are welcomed for the AGM in October – change of time to the evening.</p>		

8.	Date of next meetings:  <b>AGM - Wednesday 9<sup>th</sup> October @ WES @ 6.30pm</b> <b>Wednesday 4<sup>th</sup> December – Remote at 1.00pm</b> <b>Wednesday 5<sup>th</sup> February @ WES @ 6.30pm – likely remote dependant on weather?</b> <b>Wednesday 2<sup>nd</sup> April @ CL @ 1.00pm</b>		
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