

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 25th May 2022 – 12:00pm

Western Elms Surgery Chair AP Minutes LL

1.	<p>Attendees:</p> <p>PPG: Alan Porton, Susan P, Beti W, MrG, Philip, Debs, Colin McC, Hazel McC, Peter, Sue J and Shaheen</p> <p>Surgery: Lisa, Lucie, Angie, and Dr Hopkins</p> <p>Apologies: Alice, Chris G, June, Marilyn, Norman, Jane, and Natalia</p> <p>Due to current Covid restrictions, we held the meeting virtually using zoom.</p>		
2.	<p>Matters arising</p> <p>Lisa started the meeting by welcoming everyone, hoping everyone has been keeping well.</p> <p>Philip requested that there be a time deadline for when we receive agenda items for the meeting. Lisa advised that we do request agenda items by the Monday prior to the meeting but confirmed that the deadline is 9am on the Monday.</p> <p>The minutes were voted as accurate and accepted.</p> <p>Foot coverings – appointments have been made to advise MrG and Alice how to use the ready wraps and a demonstration on how they are supposed to be worn.</p> <p>Online availability - Lisa has a GPIT meeting at 2pm today and will raise the issue of using tablets/smartphones.</p> <p>AccurX – Angie has organised a meeting with Alice on 27th May to discuss the issues she has raised.</p>		
3.	<p>Financial</p> <p>The balance for WES and CL has not been changed. The reports were voted as accurate and accepted.</p> <p>June commented that she has passed the monies from the Easter Market to Jane. Jane to give the monies to Lucie.</p>		
4.	<p>Surgery News</p> <p>Friends and Family Test</p> <p>Lisa advised that the Friends and Family Test has been reinstated and it will be mandatory for surgeries to submit the figures to NHS England on a monthly basis. They only require the quantitative data; however, we really want to</p>		

	<p>focus on the qualitative data. This should be shared with the PPG monthly and actions taken where necessary to deal with patients' feedback. Lisa asked the PPG what should be included on the form to encourage feedback as very few patients complete the <i>Please tell us why you would or would not recommend us.....</i></p> <p>The PPG members responded with the following: MrG – why Sue J – why, asking for feedback whether it is good or bad Beti – why Shaheen – for those patients where English is not a first language and are not able to write in English, there could be a tick box for those who have comments Debs – why, try not to complicate the form by having too much on there, qualitative data is more important than the quantitative data, try for 3 months and change after that Peter – why, include best thing and worst thing about the surgery and what can we improve Philip – comments same as Debs Hazel/Colin – comments same as Debs Alan P/Susan P – why</p> <p>Beti, Shaheen and MrG have offered to come into the surgeries to help with asking patients the FFT. Angie/Jane to liaise with them regarding a convenient time when they can come in.</p> <p>Planning permission for fences at WES Lisa commented that we have been trying for some time to get fencing around the perimeter of WES. We applied for planning permission back in December 2021 and it was rejected. Having spoken to Alan and some local councillors who were incredibly supportive, we had a meeting with RBC last week to discuss the plans. After final discussions and a walk round the perimeter, they were happy to finally approve it ☺. Work will progress once we receive the official green light. The fence will be a green mesh fence that you see around schools/churches. It will sit on the wall and we will have a traffic plan in place to open the gates to the car parks. The trees and hedges will be cut back where necessary to allow the works to proceed.</p> <p>Lisa expressed her huge thanks to everyone that was involved in helping us!!!</p>		
5.	<p>PPG Issues</p> <p>Sue J commented whether we would consider reconvening face to face PPG meetings. Lisa responded that we could have a hybrid option whereby we alternate surgeries and those who would prefer to stay at home can do and login virtually.</p> <p>Lisa commented that since returning to meetings after the pandemic we have met a monthly basis. We have kept you, the PPG informed of all that is going on and we are far ahead of most surgeries in that several PPGs have disbanded since the start of the Covid. Lisa proposed that we move to meeting every 6 weeks to enable us to improve and keep driving our very, active PPG. Having</p>		

	<p>speakers at the meetings are a good idea to ensure that you know the staff at the surgeries and we can aspire to having external speakers in months to come.</p> <p>It was agreed that the PPG Meetings would take place every 6 weeks after the June meeting and consist of face to face at alternate surgeries and hybrid for those who would prefer to login virtually.</p> <p>MrG advised that he will send a list of fundraising ideas to Alan and Lisa.</p>		
6.	<p>Patient Voice</p> <p>There is a South Reading Patient Voice Meeting on Wednesday 15th June at 6pm. There will be a talk by Belinda Seston (NHS Interim Place Partnerships Director for BOB ICS) on our Integrated Care System.</p>		
7.	<p>AOB</p> <p>Alan commented whether there was any knowledge around RBH plans to move to Newbury showground. Debs responded that there are various places they are considering across Berkshire, however this was just a stupid rumour that was currently circulating and we will have to see what happens.</p> <p>Debs advised the group that she has been re-elected as a councillor and has been nominated to be deputy mayor. The election takes place this evening. Alan passed on his congratulations on behalf of the group.</p> <p>MrG asked whether there is currently demand for long term care accommodation in the Reading area as there is a planning application for a 70-90 care home at Fords Farm/210 FM. Lisa commented that West Berkshire have recently closed two council run care homes. Mr G responded that apparently there is no necessity for this type of development in WB. If this type of development were approved Debs advised that RBC would be subscribing their residents into that home.</p> <p>MrG to send the details regarding the planning application to Lisa.</p> <p>AP closed the meeting by thanking everyone for attending.</p>		
8.	<p>Date of next meetings: Wednesday 22nd June – 6.30pm (virtual) Wednesday 3rd August – 12.00pm (F2F @ WES)</p>		