

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 22nd June 2022 – 6:30pm

Western Elms Surgery Chair AP Minutes LL

1.	<p>Attendees:</p> <p>PPG: Alan P, Susan P, Beti W, Philip, MrG, June, Peter, Shaheen, ChrisG, Hazel A, Colin McC, Hazel McC, Marilyn</p> <p>Surgery: Lisa, Jane, Lucie, and Dr Hopkins</p> <p>Apologies: Debs, Sue J, Alice, Norman, Angie, and Natalia</p> <p>Due to current Covid restrictions, we held the meeting virtually using zoom.</p>		
2.	<p>Matters arising</p> <p>Alan started the meeting by welcoming everyone, hoping everyone has been keeping well.</p> <p>Philip informed the group about an external speaker who could do a talk on dementia at a future meeting. Philip to send details to Lucie for her to contact.</p> <p>The group expressed their best wishes to Angie and hopes she gets better soon.</p> <p>MrG advised the group that the planning application for a care home at Fords Farm has been withdrawn and that Holybrook Parish Council voted against the planning application.</p> <p>MrG asked Lisa to clarify the difference between the two Patient Voice meetings. NW Reading Patient Voice Group met on 14th June and they consist of the surgeries who were originally the villages, Caversham, us and Potteries. The meeting on 15th June had representatives from the South Reading surgeries who also invite the NWR practices. Lisa thought that eventually, the two patient voice groups will amalgamate but not just yet.</p> <p>BOB ICS (Buckinghamshire, Oxfordshire, and Berkshire West Integrated Care System) will be a legal entity from 1st July and will replace the three clinical commissioning groups, Buckinghamshire CCG, Oxfordshire CCG and Berkshire West CCG.</p> <p>The minutes were voted as accurate and accepted.</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>The £45 raised from the Easter Market has now been put in the safe and will be banked in due course.</p> <p>MrG's suggestions were sent after the last meeting and should have been tabled before this meeting. Lucie apologised and said we will circulate to the group prior to the next meeting.</p>		
4.	<p>Surgery News</p> <p>Lucie presented the data from the Friends and Family Test for May 2022. The comments as to why you would / would not recommend us needs to be moved onto the front so that more patients will complete it. Lisa commented that she was very pleased with the responses and they are not as bad as we had anticipated; certainly an improvement on the ones that we receive anonymously online.</p> <p>We also receive feedback from patients who have had a prebooked appointment or nurse appointment as they can be sent by text and the patient can respond.</p> <p>Marilyn, Beti and Shaheen agreed to come and help with FFT in the coming weeks. Their help along with MrG's is appreciated!</p>		
5.	<p>PPG Issues</p> <p>Covid Dr Hopkins updated the group regarding Covid. There has been an upsurge in infections recently, however it is not particularly affecting day to day appointments and there are SATS monitors available to patients who have breathing difficulties. We are learning to adjust to a new normal and ensuring it does not have too much of an impact on the way we are working.</p> <p>Fences Lisa advised that we are still waiting for the official document to come through regarding the planning permission for the fences at WES. We have been chasing it and lining up gardeners and tree surgeons so that we can start the work asap.</p> <p>Staff Lisa informed the group that the new clinical staff are settling in including our first contact physio and we are currently interviewing for salaried GPs and pharmacists. The most recent Panorama programme gave a bad press of Physician Associates and that in the case study they presented the PA's felt that they were not receiving adequate support to see patients. This is not the case at our surgery, and they are mentored and work in conjunction with the GPs to provide patients with improved access to care and continuity.</p>		
6.	<p>Patient Voice</p> <p>Lisa informed the group that the N&W Reading Locality Patient Voice Group Meeting was held on 14th June and the minutes were circulated.</p>		

	<p>The development plans for the RBH are ongoing, however it will not take up residence in Newbury. No further decisions have been made to date; however, they are very conscious that the facilities do not match the need of the current population.</p> <p>MrG commented that 13 members were not present at the meeting. LT explained that this was with some of the villages moving to Newbury and the CCG breaking up – part of the move towards merging the two groups.</p> <p>All future Patient Voice minutes will be circulated for your information.</p>		
7.	<p>AOB</p> <p>Access to clinical letters - MrG MrG received an email from the hospital with details of how to access a clinical letter. Currently you need to sign into your account to see your medical documentation. Lisa suggested to contact PALS at the RBH. Jane advised that you could request a hard copy.</p> <p>Distribution of newsletters – MrG MrG informed the group that Melrose Surgery had reported that recently they had a well-attended AGM. He understood that it was via word of mouth that so many people attended and they also have a substantial following of their newsletter.</p> <p>Lisa informed MrG that approximately 350 people receive the newsletter via email and hundreds of paper copies are distributed. Lucie will contact Melrose Surgery to understand how they got a full house!</p> <p>AP closed the meeting by thanking everyone for attending.</p>		
9.	<p>Date of next meetings: Wednesday 27th July – 12.00pm - Virtual Wednesday 7th September – F2F</p>		