

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 19th October 2022 – 1.00pm

Circuit Lane Surgery Chair AP Minutes LL

1.	<p>Attendees:</p> <p>PPG: Alan P, Susan P, Beti W, ChrisG, Colin McC, Hazel McC, Debs, Hazel A, Philip, Peter, Alice, Sue J, Colin, Marilyn</p> <p>Surgery: Lisa, Lucie, Angie, Sandy K and Dr Hopkins</p> <p>Apologies: Shaheen and Norman</p> <p>The meeting was held in person at Circuit Lane Surgery. The meeting was also accessible via zoom for those who could not attend in person.</p>		
2.	<p>Matters arising</p> <p>Alan started the meeting by welcoming everyone, hoping everyone has been keeping well.</p> <p>Fundraising Christmas Lisa proposed that we do a Christmas raffle. This would include putting together a hamper of goodies which we've done historically, take a photo of it and promote at both surgeries. The aim is to start selling tickets around the middle of November and PPG members can help sell raffle tickets along with promoting the PPG to try and get new members on board. We could also sell tickets at future flu clinics and promote it in the next newsletter and on Facebook.</p> <p>Lucie to contact the patient group regarding who would be available to help with selling tickets and getting new members at the same time.</p> <p>Extended Hrs – confirm Fridays approval Lisa reminded the group that our initial proposal was declined by NHS England. We have revised our proposal and will be making appointments available on Friday evenings to include telephone calls and video consultations. This offering has now been approved alongside with Tilehurst Surgery.</p> <p>This will be in addition to the appointments we offer on Mondays, Tuesdays, Thursdays, and Saturdays. These are routine appointments of which some are available to NHS 111 and if they're not used by them, we can then offer them out.</p> <p>Telephone system ongoing The new telephone system is being progressed. One of its main selling points is that the patient will get a call back if they don't want to wait in the telephone queue. Apparently, it's wonderful, Tilehurst patients love it. BOB preference</p>		

	<p>is for all surgeries to use 1 of 2 systems and that eventually staff will be able to answer calls from anywhere.</p> <p>Sue J asked how long you would need to wait to receive a call back. Lisa confirmed that there isn't a specific timeframe and would depend on patient demand on the day – something to discuss with the telephone company however it sits in the order still that the call comes in.</p> <p>Fences We finally have the planning permission for the fences at WES!! Lisa met with the fencing company on Tuesday 18th October and confirmed that they would be installed sometime before Christmas.</p> <p>The minutes were voted as accurate and accepted.</p>		
3.	<p>Financial The balance for WES and CL has not been changed. The reports were voted as accurate and accepted.</p> <p>Lisa suggested whether we could start selling books again at both surgeries. Everyone agreed. Any books would be gratefully received.</p>		
4.	<p>Surgery News</p> <p>FFT – September 2022 Lisa confirmed that the feedback was exceedingly good this month and that it appears that the feedback is changing.</p> <p>Beti advised the group of a damning article that was in the Reading Chronicle recently regarding the surgery's performance. Lisa wasn't aware of anything that had been published, however she thought it was probably regarding the GP Patient Survey Results which we discussed at the last meeting alongside our FFT.</p> <p>As discussed, some of the questions are not relevant today. We have done a comparison with Tilehurst. Some things we have done well and some we haven't, however, the friends and family feedback are more current rather than reflections from patients over the last year. The FFT will enable us to move forward and is very complimentary.</p> <p>Chris G asked whether we could provide data showing any trend analysis. Lisa advised that we would do this once we have sufficient data.</p> <p>Lisa advised the group that we have been advised to suspend using blanket text facilities due our new product not excluding patients who have opted out of receiving messages.</p> <p>Photo board Lisa explained that part one of our education to patients of our workforce is a photo board which will be in place in both surgeries. We have taken photos of all members of staff which will enable patients to familiarise themselves with members of staff and their job titles. On a monthly basis, we will focus on a</p>		

	<p>job title and promote what the role is and does within the newsletter again and in the surgery.</p> <p>Recruitment Lisa informed the group of where we are with our current recruitment. We have a new GP, Dr Kavalier and recruitment is ongoing for more GPs. We are holding a pharmacist interview tomorrow. We have recruited a new personnel officer who will be starting in November. We are currently recruiting for 4 receptionists, and we are looking at having GP personal assistants to work alongside GPs supporting them. We are also hoping to recruit further Physicians Associates and we have a fantastic team of regular locums who work alongside the partners and GPs.</p> <p>Peter asked whether the staffing list on the website is up to date. Lisa confirmed that all partners and GPs that are employed by us are listed, and locums are not included in this.</p> <p>Wellness event Lisa was contacted by South Reading Patient Group regarding getting involved with a wellness event which is taking place on Monday 24th October, 10am-2pm at Coronation Square. Perhaps, if these happen on a regular basis we could come along and promote who we are and what we do.</p>		
5.	<p>Patient Voice</p> <p>Alan asked whether Healthwatch still exists. Lisa confirmed that Healthwatch Reading is now delivered by The Advocacy People since 1st June 2022</p> <p>The next patient voice meeting is due to take place on Tuesday 8th November.</p>		
6.	<p>AOB</p> <p>Telephone appointments – process – SJ Sue J expressed concern from locals that they struggled with not knowing when to expect a call from a clinician when they were waiting for a call back. It would be much more helpful to have an am or pm call. Lisa responded that the doctors prioritise their day accordingly, however she will revert the feedback to the partners.</p> <p>Dr Hopkins explained that doctors have different types of lists. There are routine F2F appointments which are timed and included in these are phone calls which have an undefined length of time. There are also phone calls which are generated from footfall alongside any urgent calls and OTD appointments. She understood that it should be possible in some circumstances to be able to offer an AM or PM call back.</p> <p>Sue J asked whether it is possible to know who is going to call. Dr Hopkins responded that we do our utmost on accommodating who is going to call and move things around so that the most appropriate person is dealing with the issue.</p>		

	<p>Dr Hopkins also explained that clinicians do try twice when contacting patients and allow a reasonable length of time between the two calls. Hazel McC asked whether there is any way of getting back into the system without joining the back of the queue if you have missed a call. Lisa confirmed that you would just need to ring the normal telephone number and wait.</p> <p>PPG Poster - AG Alice felt that the current poster is old fashioned and outdated. It was suggested that perhaps a local school could help us design one. Sue J commented that her daughter works at Southcote Primary school. Lucie to liaise with Sue regarding getting something up and running.</p> <p>Marilyn expressed concern that some patients are still experiencing issues with getting prescriptions, especially patients with life threatening medical issues. Lisa advised that as previously explained a couple of months ago, we were having issues with our turn around on prescriptions. As discussed, this has been rectified and we are now working on a 3 day turn around. Lisa advised that she is happy to look into any individual cases and understand where things went wrong but she checks daily. There will be some people who have issues due to stock, expectation and changes but these are very few.</p> <p>Alice asked were face masks are still mandatory for patients in the surgery. Lisa confirmed that we can ask patients to wear them, but we can't make people wear one. It was hard enough in the height of COVID.</p> <p>AP closed the meeting by thanking everyone for attending.</p>		
9.	<p>Date of next meetings: Wednesday 14th December, AGM (including raffle draw) – 6.30pm @ WES Wednesday 25th January – 1.00pm – F2F @ CL</p>		