

Minutes

PATIENT PARTICIPATION GROUP

Wednesday 4th March 2020 – 6.15pm

Western Elms Surgery Chair LT Minutes LL

1.	<p>Attendees:</p> <p>Chris, Jayne, June, Lynn, Mike, Lesley, Phil, Colin, Peter, WES PPG: Hazel, Colin</p> <p>Surgery: Lisa, Lucie, Dr Batista</p> <p>Apologies: Maggie, Norman, Debs, Jane</p> <p>We were notified that a long standing member of the PPG sadly passed away last week. We have sent our condolences to the family.</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</p> <p>The report was voted as accurate and accepted</p> <ul style="list-style-type: none">Account Balance - £106.13 (30.25 collected since December 2019) <p>Fundraising is improving and June has suggested that we have a stall at the Grange Church Christmas Fair this year. Items to sell could include books, jigsaws, children's books and toys in good condition, knitted items, cakes, chutneys/jams. June also has a large teddy which could be included in a raffle. June is going to find out more details about the fair including the date, time and how much it would cost and then liaise with Lucie. June also proposed having an Easter raffle at the surgery to win an Easter basket of goodies. Lucie will create a poster and June will buy the raffle tickets. All fundraising will be put towards purchasing a doppler which will cost approximately £1000-£1500.</p>		
4.	<p>Surgery News - Lisa</p> <p>Call times –</p> <p>Lisa discussed call times as Lynn raised an issue regarding the length of time it currently takes to get through to reception on the telephone. Lisa advised that the surgeries are currently under a lot of pressure due to the coronavirus, as all receptionists are required to ask specific questions pertaining to the virus. This is lengthening all calls and that data collated from that specific day detailed the average call time was 5 minutes and 7 seconds.</p>		

	<p>Flu update and coronavirus – Lisa explained what the current protocol is regarding the coronavirus at the surgeries. There are no entry signs and information at the entrances for patients to consult, telephone messages have also been changed and the receptionists are required to ask a series of questions. It may be the case that in a couple of week’s time a full triage service will be in place and patients will only come down when asked to. There is a triage assessment form online which patients can complete.</p> <p>There are still flu vaccines available and patients who would like them should come and be immunised asap especially given the current situation with the coronavirus.</p> <p>Management structure -</p> <p>Lisa advised that Jane and Jackie have been appointed as Patient Services Managers and are responsible for the day to day running of the surgeries. This is to help anyone who wants to contact the surgery rather than hunting Lisa down. Lisa’s job title will be changing from Practice Manager. Lucie Lawrence was introduced to the PPG and Lisa explained her role within the surgery.</p>		
5.	<p>PPG Issues</p> <p>PCN PPG Meeting, where and when -</p> <p>Lisa explained that more attendance is required at the PCN PPG Meeting as attendance is very low. A decision has been made that we are no longer going to the hire the Tilehurst Methodist Church and that the meetings will now take place at each surgery within the PCN on a rotational basis. The first 50 attendees will be given a place and members should send their apologies if they are not going to be able to attend or request a seat if they would like to come.</p> <p>The next open meeting will be to discuss what we want to achieve as a PCN PPG, what our aspirations are and how do we get people to become involved going forward. One member advised that he would like to look at the earlier diagnosis of cancer for the PCNs</p> <p>Lisa explained that compared to other PCN’s, our surgeries are already providing pharmacists, social prescribing, dieticians and physiotherapy. Other services such as blood testing and minor surgery will be offered in due course.</p> <p>A couple of members raised an issue regarding the online booking system and the type of appointment available and the location. We have reviewed the online booking process and both surgeries are able to book either or appointments. This is the procedure to follow:</p> <ul style="list-style-type: none"> • Login onto Patient Access • Home screen • Upcoming appointment • New booking 		

	<ul style="list-style-type: none"> • Choose routine appointment • Choose surgery/location • Choose appointment 		
6.	<p>Patient Voice</p> <p>MSK Pathway for knee referrals – rather than going through self-help guides and then being referred, the MSK team will be taking over the whole process of a knee referral to ensure that all patients follow the same pathway and guidelines are adhered too. This should improve success rates for patients prior to needing surgery. Once this has been piloted it will be rolled out for other diagnosis i.e. hips.</p>		
7.	<p>AOB</p> <p>Renewal prescriptions are taking too long to be made available at Coronation Square pharmacy. Apparently Coronation Square is saying that it is the surgery that are delaying this. Lisa contests this and advises that they have been invited to meet with the surgery to discuss but have not yet responded. Lisa will pursue this urgently.</p>		
7.	<p>Date of next meetings:</p> <p>Wednesday 1st April - Western Elms Surgery – 6.45pm Wednesday 6th May - Open meeting Wednesday 3rd June – Circuit Lane Surgery – 6.15pm</p>		