

# South Reading & Shinfield Group Medical Practice

PPG Meeting 31<sup>st</sup> January 2018

## Agenda

Attendances:	Practice:- Louise Upton, Dr Faiza Akif, Dr Neena Grover, Claire Hunter. Patient Rep: L H, A H, D S, P B, LM Patient Rep Online:	Action
1.	Welcome and Apologies:  LU introduction.	LU Introduced herself and gave a short summary of her previous and what she is hoping to bring to the surgery.
2.	CQC Inspection:	<p>FA: Informed all members that a Dr will be present at meetings from now on, as they obtain a lot of feedback from patients. Explained that when the surgery went into Special Measures, we had a lot of help from RCGP. RCGP has helped us put a lot of systems and processes in place to move forward.</p> <p>The 2 negatives that we received were :-  <b>Well Lead-</b> now have team meetings regularly.  <b>Responsive-</b> We need help with the Patient Survey from PPG Members. Explained that we are trying to recruit another GP, however the 2 main reasons that are felt that we are not able to recruit is because of the CQC result..</p>
3.	Telephone Lines:	Although the telephone company has been changed unfortunately this has not helped. We now have a plan going forward, we have applied for a 2 <sup>nd</sup> number to have 1 for SRS & 1 for SHC. Further update will come when we have a update from telephone company.
4.	CCG- Question How practices should arrange clinics to best serve the needs of their population going forward.	<p>Appointments- We are aware of the shortage. As members of the PPG we would like your input going forward as to who we can go forward with this.</p> <p>We have 1 nurse Ade who is doing more nursing and caring. All Blood tests, BP and ECG will now go to Hayley the new nurse.</p> <p>Suggestion that maybe the nurses chart that reception use could be put on the website so when patients are booking appointments online they can see who does what and the time length.</p> <p>The previous system where the text where sent to patients the site's were not showing the correct site for the appointments.</p>
5.	Staff Changes:	<p>2 new receptionist have been recruited, 1 new admin staff member, 1 new pharmacist and new Practice Manager</p> <p><b>New pharmacist Punita-</b> she will help with prescriptions, in April she will become full time and will have clinics where she can</p>

		<p>deal with on the day emergencies.</p> <p><b>Prescriptions-</b> Dr Grover explained the process for the need for having reviews. The prescribing pharmacist will be taking over the med reviews/ Dr Grover explained that in the past we haven't had the capacity to fulfil this need. This is a big change we will be changing going forward.</p>
6.	Reception Area- New self check in	<p>A new process going forward would like to include a rotation rota where a receptionist would be present at the PPG Meeting</p> <p>Reception staff especially at SRS have made such a difference there are help .</p>
8.	Merger Update:	<p>FA explained that the Merger will not be going ahead anymore this was the best way forward for the surgery.</p> <p>We have now joined the South Reading Alliance. Within this there will be a "Lantum" system which means there will be a back up system where locums can come in and help with paperwork, clinical for when we are short with clinicians.</p> <p>For the patient this means that we will be offered better care. There will be new behind the scene changes which will enable better care for GP &amp; patients.</p>
9.	Upstairs Building at SHC:	No confirmation as to what is happening with the vacant space.
10.	Complaints/Queries:	<p>Telephones, appointments.</p> <p>Patient who pre-book are the ones who DNA their appointments. Look into weather we can include a message on the telephone system regarding patients who DNA and put info up in waiting areas at both sites.</p>
11.	PPG Chair:	We need help recruiting PPG Members- any suggestions with how we can recruit more members going forward. Perhaps sending a general email to all patients who have an email address on the system to explain the purpose of the group and that their voice is heard.
12.	AOB:	<p><b>Dr Gargav Surgery closes today-</b> this has put a big impact on the surgery.</p> <p><b>Patient Online Scripts-</b> patient not being able to order online even though they know that they have a repeat allowed prescription.</p> <p><b>Media :-</b> There is a lot of campaigns on going in the media regarding the NHS and the privatisation.</p> <p>Virtual Group- We would like to increase the population see if we can pull a report with patients who have email address and send a generic email.</p> <p>With the building works that are currently going</p>

		<p>on, do you see the situation getting worse?  FA- Yes the tender runs out 2019 as it was only provided for 3 years as there was not a clear picture of the proposed plans. We just have to unfortunately wait until we receive the proposal.</p> <p>We cannot close our lists to patients.  St Paul's health Clinic is back in talks- further information will come in time.</p> <p>Planning is going on behind the scene regarding how many patients per GP and how many patients per Nurses.</p> <p>Try and increase the PPG involvement on the surgery website explaining.  Start giving information in the surgery again regarding DNA and how much clinical time this waste. Possibly include a piece in the local magazine.</p>
	Suggestions	<p>Message on telephone system for wasting DNA appointments, flu clinics, what nurse can do which nursing care. PPG involvement.  Agreement that PPG meetings will be held every 3 months.  Info on the repeat prescription slip.  Could a text be sent out reminding patient that if they had DNA appointment- LU said this is something that could be looked in to.  FA- Could PPG members write a short paragraph regarding there input. PPG Minute to be placed on the notice board. Action plan to be put in place  A PPG Member to take it in turns to come into the surgery at random times, get a drink, we will give a proforma of questions and they can be the voice of the patients come in and sit in the waiting room and talk to patients and see what issues they are having within the surgery.  CH TO SIT AND DISCUSS WITH LU, FA,NG THE PROFORMA. Advising patients of what issues are discussed.  Walk in centre- they can help with acute on the day issues.</p>
13.	Date of next meeting:	30 <sup>th</sup> May 2018, 26 <sup>th</sup> September 2018 &, 23 <sup>rd</sup> January 2019
14.	Close	