

PPG Meeting Tuesday 2nd May 2023 7.00pm held at Woodley Surgery

Attendance

David, Chris, Kate, Judy, Sheena, Bill, John, Leaza, Dr Nijran

Apologies for Absence

Steve, Yasmena

Notes of Meeting 07.03.2023

Notes of the meeting were agreed

Matters Arising

There were no matters arising

Report from Parkside Practice

Covid boosters (round7) are now underway. The first clinic was held on 22nd April for over 75's. More clinics are scheduled for the 9th and 20th of May. These are for immune suppressed patients as well as the over 75's.

The Pfizer vaccine was not available. The Practice was supplied with the Sanofi /GSK Covid vaccine. Leaza said this vaccine is well tolerated with no serious side effects reported. 180 patients were vaccinated in April and it is hoped to vaccinate 400 over the next 2 clinics. Another Covid Vaccine clinic may not be necessary. House bound patients are also being contacted by smart phone if possible so that they can be vaccinated.

Dr Nijran said the new booking system was working well and had been in place for more than 6 months. Appointment reminders are being sent out the day before in a bid to cut down on DNAs (did not attend). Patients are more likely to forget a telephone consultation booking. The on line booking system is up and running. A few Nurse, HCA and Doctor appointments can be pre booked on line. These can be for blood tests, smear tests etc and a few Doctor appointments. This helps to relieve the pressures on the phone system. Only a few pre bookable appointments are released at a time. These are being monitored as when pre booking on line a patient is not triaged so could have something serious that needs a more immediate consultation rather than 3 weeks ahead.

The practice is looking into the possibility of a call back system on the phones whereby when you reach the top of the queue you are phoned back.

Staffing levels are very good. Two Doctors are on maternity leave at the moment.

Leaza said the Practice was in the process of becoming a Veterans Accredited Practice. It is hoped one of the Doctors will over see this.

The winter season has now ended so it is hoped that the pressure in the practice will ease. At the moment there is quite a lot of chicken pox around in children. This maybe because they did not socialise very much over the lock down so they are now getting exposed to childhood illnesses.

The Green Road car Park is to have the car spaces re marked with 2 spaces for Doctors and 2 disabled spaces. The possibility of a pay and display or check in system is being investigated.

Questionnaire Results

No more questionnaires have been returned so there is no update on the March figures. It was decided to publish the results as at the end of 2022 and to keep the survey as a rolling one and put it out again later. QR codes could be put on reception so patients could fill in the form on line. Clinics like the blood pressure clinic which had a good patient uptake would be a good

clinic to target with questionnaires. Clinics where younger patients are seen would be good as the Covid Vaccine clinics target the older population.

Expanding the membership of the PPG

Three people have expressed an interest in the PPG/PRG (Patient Participation Group/ Patient Reference Group) Sheena will contact them. It was thought that we need a more representative membership. Leaza said the Practice covered parts of New Town. It was thought the Green Road Site would have patients from the Wokingham Road and New Town where younger people with diverse multicultural backgrounds live.

Leaza is looking into whether a red banner could be put on the top of the Practice Web Site to publicise the PPG/PRG. The Practice Web Site is setup by BOB ICB (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board) and all Practices in the area use it. It cannot easily be adapted to our own needs.

Social media was discussed but no one felt they had the expertise to do this as it can be a two edged sword as there is a lot of dis-information on the web.

The TV screens in the surgery could be useful for raising awareness of the PPG.

A.O.B.

The photos of the staff are on the notice boards and the PPG ones are ready to go up.

Bill attended the Alzheimer's Society annual Research lecture by Zoom. He reported that it was very interesting. The results of a trial of a new drug are very encouraging. It slows down the progression of the disease. He was very impressed with the research being undertaken.

Test kits for Covid do not pick up the Omicrom variant of Covid 19 so people can test for several days getting negative results before testing positive although they are feeling unwell.

As testing is not mandatory now anyway patients may be feeling unwell but not realise it is Covid. If they have flu like symptoms it is advisable for them to inform the surgery and if they need to be seen to wear a mask.

Doctor Nijram was thanked for attending the meeting and for his input.

The meeting closed at 7.40pm

Date of next meeting

4th July 2023 7.00pm at Woodley Surgery