

PPG Meeting Green Road Surgery Monday 21st October 2019 at 7.30pm

Attendance

David, Peter, Helen, Chris, Kate, Judy, Marion.

Apologies

Yasmena, Sheena.

Notes of the previous meeting (5th August 2019)

The notes of the previous meeting were agreed.

Any Matters Arising

There were no matters arising that were not already on the agenda for this meeting.

Wokingham Area Forum 22nd October 2019

The date, time and venue of the next meeting was only confirmed on 21st October. The meeting will be held at Parkside Family Practice Woodley. Marion and Helen will attend and report back. Sheena is unable to attend. The minutes of the last meeting are still in a draft format.

Website update

Peter has had a meeting with Val about putting the PPG information on the website. The practice does not have control over some of the features on the website. The PPG information on the site was incorrect. This has now been corrected. Kate will send Val a copy of the notes so that they can be included on the website.

Peter will meet with Kalsoom about the News Feed on the TV screens in the waiting rooms. The News Feed is not working properly.

Using PPG Noticeboards

As Green Road is going to be redeveloped it was thought that not a lot could be done with the position and content of this board. The one at Woodley was thought to be in a good position hopefully a similar place will be found at Green Road after the renovations have been completed. Peter asked everyone if they could think how these boards could best be used. Also he hoped one of us would be able to keep the boards up to date and relevant.

Report from Parkside Practice

There was a report in the Wokingham Times criticising surgeries. The media appears to be on a campaign at the moment regarding GP appointments. It is a shame that staff feel so demoralised by this negativity. Helen was dismayed that it's all about who is not getting an appointment and hanging on the phone waiting; rather than the hundreds who are being seen and calls that are being answered each day.

Helen showed us a snapshot of one day

Number of patients seen in one day

THURSDAY 17th October

Face to Face with a GP = 103

Telephone call with a GP = 76

Patients seen on day at care home = 11

Nurse appointments face to face = 12

HCA appointments face to face = 65

Home visits 2

Triage calls to patients = 29

Did Not Attend doctors' appointments = 10

Did not attend nurse appointments = 2

Did not attend HCA appointments = 4

Total Patient contacts in one day = 298

On 21st October there were 544 recorded phone calls (8.00am – 4.30pm)
98 outgoing

446 incoming calls answered by reception staff

Nursing team:

Marcia has had her op and is recovering well. Chantelle is doing a marvellous job keeping the nursing team going.

Flu clinics

All Saturday's have now been done. There is an early morning clinic on Thursday 29th with Elizabeth. Elenor went to our care home with Dr Brock to make sure all were vaccinated. Chantelle has been going to housebound patients that are not on the district nursing case load.

Closed surgery

There was a sewage problem at Woodley and the surgery had to be closed for 2 days. A full service was run from Green Road. GP's and staff went there to do shifts and ring patients. 2 doctors just did phone calls. A system was set up for patients to collect prescriptions from Woodley in the entrance hall late afternoon.

Any other relevant business

- Judy saw a notice in a newspaper that from November 18th all GP practices will switch to electronic prescribing. Helen said that Parkside along with most other practices have been doing this for quite a while, but that paper prescriptions are still offered as an alternative. She thought only very small remote practices would not be able to offer this service. Prescriptions are sent electronically to the pharmacy via the Cloud. This takes longer than physically taking a paper prescription to the pharmacist to be made up on the spot but is useful for people working and unable to get to the surgery to pick up a prescription. If a paper prescription is used the patient can choose to take the prescription to another pharmacy if the medicine is not in stock.
- No date has yet been set for the start of the rebuilding work at Green Road. Parking will be limited once the work starts. Peter suggested staff could maybe come in by alternative methods. Helen said staff would park blocking each other in to give more space elsewhere.
- Marion asked if rough sleepers and drug addicts who had been using the Green Road site at night were just being moved on or helped. Helen said they had dispersed by the time the staff arrived but if seen they would be offered help.
- There was a form that Marion saw on the reception desk asking for patients to provide email IDs. She had not seen it before. Helen said that this was to comply with GDPR (General Data Protection Regulation) as consent must be given to use email IDs.
- Peter had a copy of Patient Update a Newsletter for Patient Participation Groups which he agreed to email to everyone.

Date of next meeting

Monday 2nd December 2019 at Woodley Surgery 1.30pm

The meeting closed at 20.50