

PPG Meeting Woodley Surgery 2nd December 2019 at 1.30pm

Attendance

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

Apologies

Yasmena.

Notes of the previous meeting (3rd June 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

Marion and Helen attended this meeting on behalf of Parkside PPG. Marion said that the meeting was again recorded.

A speaker with the Joint Commissioning Team for Berkshire West CCG (Clinical Commissioning Group) spoke on Primary Care Mental Health for Berkshire West. This was to seek the views of local residents and GPs about an alternative model of providing mental health services in the area. Our representatives felt that this subject had been discussed many times before but nothing new seemed to come from these ideas. Helen said that the PCN (Primary Care Network) of which Parkside is a part, is keen to have a Social Prescriber as money may be available for this. A Social Prescriber is someone who can suggest where help can be found very similar to the Community Navigators that have already been trialed. Helen asked the PPG if they thought this was the best use of available funds. The PPG felt that if money was available a dedicated mental health nurse employed in the practice would be a better use of funds. This would really address the needs of the patients rather than just telling them where help is available.

Talking health comes once a week to the practice to talk to people in small groups or a one to one basis. Helen said on mental health issues there was a need to improve the register so that people in need could be identified. It was felt by our representatives at the Forum meeting that this talk about Primary Care Mental Health did not say anything new and did not really address the real problems of mental health.

A date for the next Forum meeting has not yet been arranged.

Website Update

- The PPG noted that the notes of the meeting appeared very promptly on the website. It is very difficult to change anything on the site as it has to be approved by the web administrators and agreed by all parties using the system. It appears to imply that it costs £12.00 for a sick note. This is not the case. NHS sick notes are free of charge but private ones do cost £12.00. Hopefully the wording will be changed to clarify this.
- The PPG will be discussing in the New Year how to conduct a patient survey. In the past the PRG (Patient Reference Group) a group of 2000 people would be asked to take part but since GDPR (General Data Protection Regulations) came in last Spring this cannot be used as people individually have to give their consent to be contacted.

PPG notice Boards

Kalsoom has done a great job keeping the Green Road Boards tidy and relevant.

Report from Parkside Practice

- Helen said that in the New Year she would be running a snapshot of a typical day regarding phone calls and appointments etc. This was done in October so a comparison will be able to be made.
- Negotiations for the building work at Green Road Surgery are on going. A site visit for the builders is planned for Wednesday 4th December.
- Parkside is continuing to work with the Wokingham PCN (Primary Care Network). There will be a meeting tomorrow which will include a discussion about employing a Social Prescriber.
- The Flu Vaccination campaign is continuing slowly. Home visits have been difficult to fit in.
- Val has left Parkside Practice, however Kalsoom has taken over running the website and has made a lot of changes and has made good progress.
- The practice has had a lot of requests by patients to stay with the practice even though they have moved out of the area. (some have moved a considerable distance). This is becoming a problem as the practice does not want to say patients cannot stay however it is extremely difficult as the practice is unsupported for out of area patients. Home visits are a problem when patients live out of the area as are visits by Health Visitors and District Nurses. This is very hard to explain to patients.

Any other relevant business

- Kate and Chris asked about the change in medication reviews. An appointment has to be booked with the nurse for blood tests then another appointment with the Parkside Practice Pharmacist for the review after the blood results are back. This means two visits to the surgery. Because of the wait time between the blood being taken and the actual review with the pharmacist a doctor phoned to say that some medication needed to be altered. In the past the nurse did the blood and the review. A doctor would then contact the patient if the medicine needed to be changed. This appears to be not the best use of time for either the health care professionals or the patient. Helen said that this change is still work in progress and she would be monitoring this.
- Judy said there was a health and safety issue at Green Road Room 2. A couch which cannot be adjusted for height is quite high so if a patient cannot easily get up on to it a stool is used. This stool is rather wobbly and could topple over if feet are not placed in the middle of it. Helen will check this out.
- Helen was asked when flu vaccines are given at a pharmacy was the practice notified that the vaccine had been given. Helen said that they were. Helen said that a surgery is run by the practice once a week at the Mulberry House Care Home which is near to the Green Road Surgery.
- Peter and the members of the PPG wished all the staff at Parkside a Happy Christmas and Best Wishes for the New Year. He thanked them all for their hard work on everyones behalf throughout the year.

Date of next meeting

3rd February 7.30pm at Green Road Surgery.

The meeting closed at 3.00pm