

PPG Meeting by Zoom Monday 14th June 2021 at 2.00pm

Attendance

David, Peter, Chris, Kate, Yasmeena, Judy, Sheena, Marion, Helen, Leaza (New Practice Manager)

By invitation Steve

Apologies

There were no apologies

Marion took over the chair of the meeting

Any Matters Arising

There were no matters arising

Report from Parkside Practice

Helen and Dr Hussain are overseeing the work at Green Road. The downstairs windows, fascia boards and guttering are progressing well. The data connections are being installed this weekend. A lot of work is being done at the weekends. Two rooms at a time will be refurbished so the surgery can continue to operate. The entrance hall will be the last to be finished. Car parking will be a problem as builders vans and a skip need to be on site. The project is hoped to be completed by September.

Sheena volunteered to help with the admin at the weekend covid clinic. The first time there was a one way system but this was not possible the next time. She thought it was run very well and the queues were well managed. Helen said that Doctor Brock had attended every covid clinic every weekend and had not had a weekend off since easter.

Judy said that some RAF people were helping with the vaccines. They were getting their people vaccinated and helping out as well.

Kate commented about the message saying that when booking a telephone appointment with a doctor if you didn't answer the phone twice, when the doctor tried to call, you would have to re-book. This is not as awkward as it first seems because you are given a time when the doctor will phone you and you can request on booking a different time if this is not convenient.

Vision / objectives for the future

It was felt there was not enough outreach to the patients. Sheena had put together some comments about a way forward which everyone was asked to read and to comment on at the next meeting with suggestions how we can go forward. **This must not be kicked into the long grass.** We must try and interest new people with new ideas and skills and expand the group.

An open day was suggested but this would have to be when covid rules permit.

Helen suggested that the opening of the new building at Green Road would be an opportunity for us to raise the PPG profile. It was suggested that the screen in the waiting room could have a piece about the PPG on it but apparently the screen is not under the total control of the surgery. Raising our profile with patients was thought to be a problem as not all patients are computer literate. The surgery website has a PPG section on it but we thought that not many patients looked at it. Also with fewer people going into the surgery not many patients are seeing the notice boards. Peter had spoken to Kalsoom regarding the PPG page on the Practice Website. Leaza asked if any future requests to Kalsoom could be routed via her first due to Kalsoom's heavy workload. We do have a patient reference group of about 2000 people but web servers will not allow large bulk mailing even if GDPR was not an issue. Leaza will look into whether it would be legal and also feasible to send large numbers of emails to patients.

A.O.B.

Marion has attended the Wokingham Forum meetings but as she is now chair asked if anyone would take on this role. There is no date set for the next meeting. The meetings when held are at

present on Zoom. Steve said that if his move goes ahead he may be able to take on this. David said that he too would be able to attend if necessary. Marion thanked them both for this. Helen thanked everyone for her present and would keep in touch with us.

Judy said that the Patient App that Parkside had used for a while appears to be different from the NHS app and asked if they are different and should we have two apps on our phones. The old app works better and has more stars on the app store. Helen said that she didn't know so we will have to wait and see.

Marion queried whether a receptionist should really triage patients asking to see a doctor. Helen said that the doctors set out guidelines for the receptionists, patients may be seen by a nurse or doctor and where necessary patients will be contacted either by phone or face to face by a doctor. Ultimately it is the doctors decision.

The patient records are due to go online via a National database in September and if a patient doesn't want their records to be seen by someone else they have to opt out. This opting out has two levels.

Level 1 opt out means that the records can be seen for statistical purposes etc but the patients identity is not known.

Level 2 opt out means that no one except the surgery where you are registered can see the records.

This means that if you are admitted to hospital if you have opted for level 2 your medication, allergies etc will not be able to be accessed.

If a patient does want to opt out they have to fill in a form and return it to the surgery.

If you do nothing you will automatically be opted into the scheme.

Yasmeena commented that she was happy for her data to be available to hospitals etc but was concerned that data should not be accessible to 3rd parties.

Note to everyone please bring ideas on the way forward to the next meeting.

The meeting ended at 3.56 pm

The next meeting will be by Zoom on Monday 2nd August at 2.00pm.