

PPG Meeting Tuesday 12th April 2022 at 7.00pm at Green Road

Attendance

Sheena welcomed us all to the meeting. This was held face to face for the first time since lockdown.

David, Steve, Chris, Kate, Judy, Sheena, John, Bill, Leaza

Apologies

Yasmeena

Notes of Zoom meeting (07/2/2022)

The notes were agreed.

Matters Arising

There were no matters arising

Report from Parkside Practice

A tour was taken of the upgraded facilities at the Green Road site showing the new clinical rooms and alterations. This is now nearing completion. The whole upgrade has managed to be carried out within the original building footprint. This has given more treatment and admin space with improved lighting and general facilities. We thanked Leaza for showing us the building.

New Staff

The practice now has a Clinical Pharmacist working on Tuesdays and Wednesday morning. they will be able to adjust medication for patients without the need to be referred to a Doctor.

A new GP is starting 2 days a week. Wednesdays at Green Road and Thursdays at Woodley.

Covid 19 update

There are 165 patients in the RBH with Covid. Not many of these people were admitted because of Covid, most had other conditions and were found to have tested positive on admission. Overall cases in the Wokingham area are still higher than the National average.

The practice has started to give 2nd booster vaccines (4th vaccinations) to patients clinically vulnerable and those patients over 75 years of age. The vaccinations are by appointment only. The first session was held last Tuesday (5th April) The next session will be on the 30th April between 08.00 - 12.00 and 13.00 - 15.00. Again this is by appointment only.

The surgery is not vaccinating the 5 to 11 year olds. Wargrave surgery is doing this. The vaccine for these children should be booked through the Wargrave surgery or the National Hub for vaccinations.

The practice is holding a once a month clinical meeting for staff. These meetings will cover topics like safeguarding issues and use of different types of inhalers that will not be harmful to the atmosphere.

The practice will continue with with telephone consultations as a lot of patients prefer this especially while they are at work. A doctor is not so constrained by time issues while on the phone to a patient rather than having to restrict the consultation as other patients are waiting to be seen. A doctor will always see a patient in the surgery when necessary.

It is hoped to allow patients to pre book an appointment on line rather than phoning in to book. There is a Government initiative to allow 25% of appointments to be prebooked on line. Unfortunately when this was implemented before some patients booked an appointment every week in case they needed it. The practice is looking into how this could be implemented without people repeatedly booking each week.

A New phone system should be in place soon. This will enable a queuing system where patients will be told where they are in the queue. This was done before but discarded as patients complained about paying for the waiting time. Now with the use of inclusive minutes and bundles on phone packages it was felt patients were not so worried about paying for minutes spent waiting

and would welcome knowing where they were in a queue rather than hearing a continuous busy tone.

Dr Burchardt's Research

Unfortunately Dr Burchardt was unable to attend the meeting. We all wished to thank her for allowing us to give our views on the research which we all felt was very worth while.

This dealt with the idea that infrequent attenders may not get diagnosed as early as others as it is not recognised that the patient does not come to the surgery often and how this could be addressed. We all thought that the amount of data to be looked at would be a very large task. We all looked forward to hearing how the research progresses.

PPG Patients' Survey

Sheena had put together a questionnaire using Google forms. Unfortunately not everyone was able to open this and some thought it was an idea for discussion and did not fill it in.

The last survey was done in 2015. Kate passed on a copy of the last survey to Sheena for comparison. Sheena will tweak the form and send it out to us again for comments and for us to complete so that it can be seen how well the analysis works.

Leaza thought that 500 patients could be contacted and asked to fill in the form at a time.

Leaza said that she hoped to replace the Friends and Family questionnaire that is usually on the reception desk with a text message system which could then be put on a spreadsheet. A question about joining the PPG could be put on this.

AGM - Call for office holders etc.

The next meeting on June 21st will be preceded by the AGM.

A Chair, a Vice Chair and Notetaker for the year will need to be elected.

If anyone would like to put themselves forward for any of these positions or nominate anyone else (provided that person has been asked and is happy to stand) please let Kate know by the end of May.

A.O.B.

It was asked why it said on repeat prescription forms to allow one and a half weeks for a prescription to be ready. Leaza said that this was not the case and the prescription form is a generic one which the practice has no control over.

This led to a discussion of the waiting times at various chemists. This is apparently due to staff shortages.

The meeting closed at 8.30pm.

Thanks were given to Leaza for providing refreshments.

The date of the next meeting AGM followed by normal meeting

This will be on 21st June at Woodley Surgery at 7.00pm

N.B. Please do not forget to give Kate nominations for the AGM by 31st May