

## **PPG Meeting by Zoom Monday 4th October 2021 at 7.30pm**

### **Welcome**

Bill and John were welcomed into the group. Leaza thanked them for giving up their time to join us. This was endorsed by everyone.

### **Attendance**

David, Chris, Kate, Yasmeena, Sheena, Leaza, Bill, John.

### **Apologies**

Judy, Steve

### **Any Matters Arising**

There were no matters arising.

### **Interim Chairperson**

Following the resignation of Marion from the position of chairperson and also from the group Sheena stepped in as interim chairperson until the next AGM in June 2022. Before that in the spring nominations for a chairperson and note taker for the next year would be requested. Also a vice chairperson if possible depending on our numbers.

### **Progress on actions agreed (PPG visions/objectives for the future)**

Leaza said there is a Patient Reference Group (PRG) for the Practice of about 271 people. These ranged in age and ethnicity. Most were between the ages of 20 and 50 years. Leaza suggested an email could be sent out to them to see if any would be interested in joining the PPG committee. This was thought to be an excellent idea.

Wargrave has a successful PPG and an approach to Wargrave PPG had been made by Marion. Sheena will continue to talk to Wargrave PPG to see how they operate.

### **Report from Parkside Practice**

Leaza said that during September there were 3766 appointments by phone and face to face with only 0.1% DNA (did not attend).

The 16 to 45 age group contacted the surgery more often than other age groups.

With regard to telephone consultations some people preferred them as they didn't have to take time off from work to visit the surgery while others would prefer to see a doctor face to face.

To get through the high numbers of patients there needs to be a balance between face to face and telephone consultations. We all thought it was a good idea to have a time frame during which a doctor would telephone a patient. Also it would be helpful if a patient could state when they would not be able to take a phone call from a doctor.

It was thought that the PRG (patient reference group) could be asked which they preferred and whether face to face appointments should be in the morning or afternoon.

### **Covid**

At present there are no staff off with Covid. The staff have had their Covid booster vaccines, 2 of them had a reaction to the booster.

### **Staff**

A new Advanced Paramedic has been appointed. They will be able to see house bound patients and to do diabetic reviews. They will also make home visits, this will relieve the pressure on the GPs. The Paramedic is funded by Parkside.

A Pharmacist has started with the practice who will be able to do medication reviews.

A Physician Associate has been appointed and will start in the next few weeks.

A New GP has begun working in the Practice doing 4 sessions a week.

One Doctor will be going on maternity leave from January, a Locum who has worked with the Practice will be covering the maternity leave.

Dr Brock had said it was difficult to fill GP vacancies. For 28 appointments a GP may have 3 to 4 hours of admin work is necessary.

### **Green Road**

All original treatment rooms should be finished by tomorrow. There is a problem with the delivery of doors and air conditioning units.

The reception has been moved and the old reception area has been partitioned off to start construction of the admin offices. This should start on 25th October. Additional consultation and treatment rooms will be added.

One month before completion the new entrance way should be able to be used.

The whole building will be brighter and easier to clean.

### **Flu and Covid vaccinations**

A Flu and Covid clinic for the over 80's went well but not as many patients could be seen as with a Flu only clinic because the Covid booster requires a 15 minute wait after the vaccine before the patient can leave. 420 patients were double vaccinated with Covid booster and Flu last Saturday. There is a Flu and Covid clinic at Green Road on 14th October and at Woodley on the 16th October.

A text message will be sent to call patients to be vaccinated.

### **A.O.B.**

David attended the Wokingham Area Forum meeting.

He has sent the minutes of this meeting to all PPG members.

Leaza said that Parkside Practice is in a group of 3 practices ( Primary Care Network) The group consists of Parkside, Woodley Centre and Wargrave.

This enables the practices to give support to each other.

The meeting closed at 8.37pm

### **Date and Time of next meeting**

The next meeting will be on 6th December at 7.30pm.

This will be a face to face meeting at Green Road if the renovations are complete.

If this is not possible it will be by Zoom.

Leaza will keep us informed as to whether we can meet at Green Road nearer the time.