

## PPG Meeting 13<sup>th</sup> August 2024 7.00pm at Woodley Surgery

### **Welcome**

Sheena welcomed Leo and Dr Nijran to the meeting

### **Attendance**

David, Steve, Chris, Kate, Judy, Sheena, John, Bill, Leo, Dr Nijran

### **Apologies for Absence Received from**

Viny, Yasmena, Maura,

No communications have been received from Amanda

### **Notes of Meeting (9th April 2024 by Zoom)**

Notes of the meeting were agreed

### **Matters Arising**

There were no matter arising

All agenda items were covered in the reports from the Practice and Dr Nijran except items No. 8 Referral Backlogs and No. 12 New RBH. These were dealt with as separate items.

### **Dr Nijran's report**

Dr Nijran reported that General Practice has many pressures. Overall patient numbers have increased from 1.1 million a few years ago to 1.5 million now. Funding has decreased over the same period. The funding supplied per patient is only £103.00 per year. GPs are seeing 60 to 65 patients a day to try to keep up with demand. This is unsustainable. If GPs decide to work to rule they are contracted to see only 25 patients a day. Dr Nijran explained that the Government wants to have more GPs but funding for each practice must be increased and space to put them must be addressed for this to happen. At Parkside there is no space for another GP. The PCN (primary care network) has funding for another GP but the funding provided would only cover one and half days a week for this practice. All Practices are different. They are contracted to the NHS to provide services. Each Practice will make their own decision as to what action they will take. At the end of August Parkside Practice will decide on what course of action to take. A notice will be put on the website and on the screens in both surgeries to keep patients up to date with decisions.

Anima is working well and is relieving the pressures to some extent on the phone lines. It was decided not to go down the fully computer based booking system as some patients are not computer literate or do not have access to a computer or a smart phone. It is expected that eventually 90% of bookings will be by Anima. At the moment some 3,000 to 4,000 patients have signed up to Anima. Using Anima helps to triage the patients so getting them the right care with the appropriate clinician or GP. At the moment 30 appointments a day can be booked by Anima. It is hoped to increase this number to 60.

Vaccines this Autumn will be separate Flu and Covid vaccines. These will not be given at the same time. Some patients found that having a vaccine in both arms at the same time caused them problems.

It was hoped to start these vaccines in September and the vaccines have been ordered. The Government has said that vaccines cannot be started until after October 3rd. A combined clinic for both vaccines has been scheduled for Saturday 12th October. Other clinic dates are being sorted at the moment. The PPG may be asked for help when these dates are sorted.

Sheena thanked Dr Nijran for keeping us up to date for and his time.

### **Report from Parkside Practice**

Leo introduced himself to us all. He has worked for the NHS in the management side of a Dental Practice. He is passionate about patient care. We all welcomed him to the Practice. He brought us up to date with the staff changes at the Practice. 4 receptionists have left or retired. They have all now been replaced. Marcia has left to return to working at the Long Barn Lane Surgery. This is nearer to her home as travelling to Parkside involved 2 bus journeys each way.

Dr Brock is retiring. She is a Partner in the Practice. A permanent salaried GP will be replacing her. A new nurse is starting in September. The Practice will be fully staffed by Autumn.

There has been the usual absences due to sickness etc.

Leo explained that Lidl owned the building and the NHS rents the space for the 2 surgeries Parkside and Woodley Centre. The lift has been deemed not fit for purpose and although the building is owned by Lidl both Practices have to share the cost of replacing the lift between them. They will have to get 3 quotes before it can be replaced and if a quote is accepted the lift would be out of action for 3 to 4 months. Ideally the surgery needs bigger premises so whether to replace the lift is an issue.

### **Referral Backlogs, practice actions and patient's options**

One of the members said that he was routinely tested and sent to a private hospital under the NHS for scans and follow up appointments. Since attending he had heard nothing. He has been chasing up where he is in the system. Other routine tests have not been done. He has now been waiting 18 months. He wondered how the system works and how long you should wait if expected tests are not done. He realised that Covid made backlogs longer but nothing is happening and he wondered if he had somehow slipped through the net.

Leo said a care Coordinator had been appointed to make sure patients are being called for tests and that hospitals do not drop patients from their lists.

Over the last 2 years patient numbers have increased from 15,000 to 17,400 an increase of 2,400 in 2 years. Telephone consultations help to manage the increase in patient numbers. 40% of consultations are still face to face.

### **New RBH**

The Royal Berkshire Hospital is hoping to relocate to a different site if Government funding is still forthcoming. There is a survey which we are all encouraged to fill in to see which of the preferred sites the population would prefer.

The 2 site are

Thames Valley Park (at the end of the A329M)

Thames Valley Science Park (off the M4 near Shinfield)

To take part in the survey please use the link below

<https://buildingberkshiretogether.co.uk/survey>

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

There was no other business

### **Date of Next Meeting**

15th October at Woodley Surgery 7.00pm

The meeting closed at 8.40pm

