

## **PPG Meeting 15th October 2024 7.00pm at Woodley Surgery**

### **Welcome**

Sheena welcomed everyone including Dr Burchardt to the meeting

### **Attendance**

David, Chris, Kate, Judy, Sheena, John, Bill, Leo, Yasmena, Amanda, Viny, Maura, Dr Burchardt

### **Apologies for Absence**

Steve

### **Notes of Meeting (13th August 2024)**

Notes of the meeting were agreed

### **Matters Arising**

These were covered in the meeting

### **Update by Dr Burchardt on her research**

The opening words of Dr Burchardt's Masters dissertation were

“I am very grateful to the Parkside Patient Participation Group who have strongly supported this research over the past three years. Their belief in the underlying hypothesis has buoyed me up and motivated me throughout this time”.

Dr Burchardt presented results of her systematic review of the literature about primary care, cancer and consultation frequency, showing that GPs are well aware that infrequent attenders are likely to have serious pathology when they do present. In modern general practice, sadly, there is less continuity of care than in the past, so clinicians often do not know their patients well, and are unaware of their prior consultation frequency.

Results of her statistical analysis of urgent suspected cancer referrals sent from Parkside between 2000 and 2023 were then presented.

Patients were divided into categories by their numbers of consultations in the 3 years to 19 months before their referral. After adjustment for age, sex, illness and other relevant factors, the odds of an urgent suspected cancer referral converting to a cancer diagnosis were considerably higher for the historically infrequent compared to frequent consulters. Dr Burchardt will now present these results at academic and GP conferences and publish them.

She hopes to repeat this and similar studies in a national dataset. The aim is to test the hypothesis that diagnoses could be made more promptly, and lives could be saved, if patients who consult infrequently have their notes flagged, so that clinicians know to take their complaints particularly seriously.

### **Report from Parkside Practice**

The doctor's collective action has now begun. The number of patients per day is now limited to 25 a day. On the day appointments are 15 in the morning and 10 in the afternoon. Over 85s and babies are still being seen if applicable. At the moment the Practice is coping. This could well change as winter progresses. Parkside has 17,480 patients on their list. When all appointments are full patients are being directed to Urgent Care Clinics or A & E. There is an Urgent Care Clinic at the RBH with 2 doctors in attendance.

The Doctors had to make a stand as the number of patients they were seeing was unsafe. They could easily make a mistake and to say they had too many patients to see would not be seen as a defense if a mistake was made.

Two Doctors are leaving Dr Musa and Dr Sodha. Dr Brock the senior partner is retiring. Dr Masad and Dr D'Mello are replacing Dr Musa and Dr Sodha. The practice will have one doctor less.

The Care Coordinator has been appointed. Part of their remit will be cancer care reviews and dementia reviews.

Two receptionists have left. These will be replaced. Feedback on the reception team has been positive thanks to all their hard work.

The lift was down last Monday. Negotiations are still ongoing between the NHS and Lidl the owners of the building re the funding for a replacement. If it is replaced it will be out of action for 3 to 4 months. All patients who are unable to climb the stairs will be directed to Green Road Surgery.

### **The performance of NHS111**

It appears some patients have not had a good experience contacting NHS111. Some patients were not receiving promised call backs etc. It was asked how patients could give feedback on the service and to whom.

### **Issues regarding the delegation of critical testing to the private sector.**

One of the committee had experienced several delays and deferred appointments after being referred for tests to the private sector. There was a 3-month delay and then the appointment was cancelled 4 days before the date. It was asked what type of feedback does the Practice get when patients are outsourced? If the private hospitals are failing to see the NHS patients sent to them is there some way the NHS is made aware of this? Does the Practice even know that appointments are cancelled?

### **The take up and efficacy of Anima**

Parkside is using a soft approach with the introduction of Anima. 4000 signed up originally now 6400 have joined. The Practice will push for anyone under 75 to sign up as they are more used to online communications. The Practice would like to see 12,000 patients signed up. There is increased access to Anima as it was originally started with 30 medical and 60 admin appointments. There are now 60 medical and 90 admin appointments. One extra Anima face to face appointment has also been added to the system. It will never become online appointments only as not everyone has a computer or smart device to make use of Anima. Promoting Anima is ongoing to get more patients signed up for the online service. A training session was thought to be a good idea as it would help patients to be confident when using the service. Leo said he would help anyone who is struggling with the system.

### **The criteria at Parkside for a face-to-face consultation**

The ratio of phone consultations to face to face is 60 phone appointments to 40 face to face. Nearly all nursing appointments are face to face. It will become 70 phone appointments to 30 face to face over time. Quite a few patients prefer a phone consultation as it is more convenient to them, and they do not have to take time off work to visit the surgery. If a face-to-face appointment is thought to be the correct way to deal with something, then it will be offered.

### **Covid and Flu Vaccinations at Parkside.**

A Flu only clinic was held at Green Road on 3rd October. 223 patients booked for this clinic. 210 came to the session so there were 13 no shows.

There was only one Covid and Flu clinic which was held at the Woodley Surgery on 12th October. This was a self-booked clinic which filled up very fast leaving patients trying to get vaccinations from local pharmacies. No pharmacies in Woodley were offering Covid Vaccines although they were offering Flu vaccines.

570 patients booked for the double Flu and Covid vaccines which was held between 8.00am and 1.00pm. 20 patients did not attend after booking. There will not be any more Flu and Covid clinics this year. Housebound patients are being contacted for their Flu and Covid vaccines.

**A.O.B.**

Sheena said that the Wokingham Local Area Plan Update is available on the council website for residents to look at and put forward their comments. She urged us all to look at the plan and give the Council our comments. This is important for the future of the Wokingham area.

**Date of Next Meeting**

17th December Meeting and Social to be held at Woodley Surgery 7.00pm

The meeting closed at 9.00pm