

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING
AT EASTFIELD HOUSE SURGERY
Tuesday 14th June 2022 at 6.30 pm**

Present: Kel Badham, GP Partner
Liz Pope, Practice Manager
Tania Hart, Reception Manager
Tania Coker-Davies, Operations Manager
Hollie Bergin, Practice Nurse

25 patients attended

1. Welcome & Introductions

Liz Pope welcomed everyone to the meeting, and it was especially nice to see some new faces who were joining us for the first time.

2. Staff Update

Dr Katie Beale made the difficult decision to retire as a Partner at the end of December 2021 however, she is working as a locum GP so you may see her at Eastfield House from time to time providing GP holiday and sickness cover.

Unfortunately, due to personal circumstances Dr Camilla Rowland has decided to step down from her position as a salaried GP, but will continue working for us as a locum GP. Dr Rowland's patients will be divided between the existing GPs in the practice who will look after their care until a new GP has been recruited.

Susan Atkinson has resigned as our Social Prescriber and will be relocating to Southampton. We have recruited a new Social Prescriber who will start with us on 20th June 2022. Her name is Marie Bee and we look forward to welcoming her to our Team.

We have also recruited a new Receptionist/Administrator. Her name is Laura Klein and she started with us last week. We continue to advertise for more staff to join our Reception Team.

3. Premises

Our search for bigger premises continues. The predicted growth for our patient population in the next 5 years is another 4,500 and our building is already 3 x smaller than the recommended size for our practice list of 14,300 patients.

We have been in contact with Greenham Trust and Newbury college and are looking at the possibility of having our new purpose-built premises at a site south of the college. If everything goes to plan, we could be looking at the possibility of moving to the new premises in 2024.

The location of the new premises will be very close to our boundary and not as central as our current premises, however the generous size of the plot will allow us to future proof our premises as well as provide a car park which we hope to be used by staff and members of the public. Currently there is access via public transport to the college, so patients could use that route to access the practice.

We have been in talks to one of the local pharmacies and they have expressed an interest in moving to the new property. We are also exploring the possibility of offering other services, such as midwifery and having the District Nursing operating from our facilities.

The priority is to find an interim solution so that we can continue to operate as we continue to grow. We have been looking at the possibility of new temporary clinical rooms in the form of cabins, which will be

located on our car park. There will be a covered access to the temporary clinical rooms from the main building so that patients can walk undercover to the clinical rooms. The decision for our planning application for the temporary cabins is due this week.

4. Extended Hours

From Autumn 2022, practices in the A34 Primary Care Network (PCN) will be offering appointments to patients during the evening and at weekends. The practices in the A34 PCN are: The Downland Practice (inc. Compton Surgery), Eastfield House Surgery and Strawberry Hill Medical Centre. This service is called "Extended Access" and it means that additional appointments will be made available to patients across the PCN. Appointments will be available based on the need of the patient population.

The appointments offered will be a mix of telephone and face-to-face with a range of healthcare professionals. To help our PCN understand patient needs we have asked the patients present at this meeting to complete a copy of the survey and will be sending the survey to other patients to be completed.

All survey responses will be confidential and to help protect confidentiality, the survey will not contain any identifiable information. Thank you to all present who have completed the survey, the data collected should be available shortly.

5. Covid and Flu Booster clinics

There have been changes to the flu vaccination programme for 2022/23. Vaccines will be offered to patient groups eligible in line with pre-pandemic recommendations.

The eligible groups are:

- those aged 65 years and over,
- those aged six months to under 64 years in clinical risk groups as defined in the 'Green Book',
- all children aged two to 10 (but not 11 years or older) on 31 August 2021
- pregnant women,
- those in long-stay residential care homes,
- registered carers,
- close contacts of immunocompromised individuals

The 50 to 64's and secondary school children will no longer be included in the NHS Flu campaign. However, patients will still be able to go get a flu vaccine privately at a pharmacy.

We are currently looking into making changes to our booking system for the flu/covid that patients can book themselves the appointment via a weblink. Our first Clinic will take place at the practice on Saturday 24th September and run through the winter months.

6. PPG Update

Jill reported that the coffee morning at St Nicolas Hall has been booked for Thursday 24th November 2022. They would need 8-10 people to help on the day. Previously, Theresa offered to help and Liz will be able to provide details of two other helpers. Sadly, some of our PPG helpers passed away during the pandemic, members which we were very sorry to hear this news.

Posters and flyers will be printed nearer the time.

7. West Berkshire Patient Panel Meetings

The Patient Panel is a group acting as a communication system between the Berkshire West Clinical Commissioning Group, together with member groups and the Patient Information Point.

The Panel liaises with West Berkshire GP PPG's representatives who feedback from their practices. Each of the practices are represented on the Patient Panel, enabling their views to be communicated to others and to the CCG. We need two volunteers from our Patient Panel to attend the meetings and provide them with feedback from Eastfield.

Debbie G and Gill T have both agreed to be our representatives for the West Berks Patient Panel. We will be contacting them directly to send them more information regarding the meetings.

8. Patient Questions & Suggestions

One of the patients suggested asked if there are going to be any changes made to our appointment system so that the appointments can be booked in advance as they use to be. TH explained that the recent changes made to the appointment system will allow for the routine appointments to be booked in advance, but that we are still retaining book on day appointments for the more urgent patients.

Liz explained that GPs are managing patients who would usually have been cared for in secondary care but due to the Covid pandemic, the hospital resources are being used to treat patients with Covid and are working their way through their long wait list of operations/procedures.

Someone asked if there could be an online system for booking in things like smears and coils etc. LP explained that there are specific members of staff who are trained to do so and different time slots for each of the appointments, so it would make it difficult for external bookings.

Another Patient asked about Livi appointments and if these could help with the pressure. LP explained that we did trail Livi doctors, however, it was found that they were generating more work to the practice as they are unaware of our processes and quite often would increase on our own GP's workload.

An issue was raised regarding the waiting times on the phone. LP explained that we are waiting for a new phone system to be installed. The new system will give the caller the option for a call back whilst maintaining their place in the queue, as well linking with our clinical system which will speed up the process for identifying and speaking to patients.

One Patient commented that the use of masks will no longer be needed in the hospital setting and asked if we were to change our policy and have the masks removed. LP replied saying that there are sectors in hospitals where the use of masks is still very much in place due to the type of vulnerable patients. We have quite a large number of vulnerable patients and as a practice decided that we should carry on using masks for now.

A Patient thanked that practice for all the hard work throughout the years and in particular to the reception team who are always very courteous and helpful when they call.

A second patient has also complemented the Reception Team for all the hard work they do and appreciates the help they have given her over the years.

Date of Next Meeting Tuesday 13th September