

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING
AT EASTFIELD HOUSE SURGERY
Tuesday 13th September 2022 at 6.30 pm**

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

38 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

Margert Robins, our Practice Matron working as part of the Home Visiting Team, made the difficult decision to retire at the end of August. Margret had worked for the NHS for over 20 years. Margret was a big part of Eastfield House and will be missed. We are currently recruiting for two new Paramedics to join our Home Visiting Team.

We have successfully recruited a new Medical Administrator, Jodie. She will be joining the Admin Team who are responsible for all patient registrations and deductions and insurance reports.

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

Our Care Coordinator Sharon, will be taking the role of Social Prescriber. This is a new role to General Practice and Sharon is currently undergoing training for the role. In future she will receive referrals from our clinicians for patients who need support around lifestyle, long term conditions, low level support with mental health, patients who are lonely or isolated or have social needs affecting their wellbeing. There are many services in the community that Sharon will be able to signpost patients to and she is currently building up a portfolio of services and networking with other social prescribers in the PCN.

We are currently recruiting to replace Sharon as our Care Coordinator.

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 14,400 patients.

We have been working 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 November 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.

The priority is to find an interim solution so that we can continue to operate as our list size and staff numbers 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. We are hoping that the temporary accommodation will be in place now in January-February next year.

4. Telephone System Update

We have had a new phone system installed a few weeks ago. The waiting times for a patient call during our busier periods has gone down to an average of 12 minutes. The new system gives 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. Feedback from patients so far has been very positive.

5. Covid and Flu Booster clinics

There have been changes to the flu vaccination programme for 2022/23.

Initially Vaccines were 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 2022
- pregnant women,
- those in long-stay residential care homes,
- registered carers,
- close contacts of immunocompromised individuals

The 50 to 64's were not included originally on the NHS Vaccination programme for 22/23, however, NHS later changed the guidelines and included that cohort again. Unfortunately, by then we had already purchased all our vaccines for the season. For that reason, we are unable to invite that cohort to our Covid/Flu clinics. We advise those patients to either go to a local pharmacy or the Kennet Centre vaccination hub.

Our first Clinic will take place at the practice on Saturday 24th September and run through the winter months. Some of the invitations have already been sent out via text message and have a web link so that patients can book themselves onto the clinics. For patients who are unable to do so, our reception team will be happy to help if they call reception. For those patients who do not have a mobile phone, our team will be contacting them via telephone and letter. Further invites will be sent out in the next few weeks.

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.

Posters and flyers have been printed and will be distributed, hopefully we will have a good turnout. We are also asking for cake and tombola donations.

7. Patient Questions & Suggestions

One of the patients asked if there are going to be any more appointments available with a shorter waiting time. TH explained that for the routine appointments booked in advance, currently we have a waiting list of 2 to 3 weeks depending on the GP. We are currently booking urgent appointments on the day (some of the appointments are released in the morning, some are released at 12 pm) for the more urgent patients.

Another patient asked if there was a possibility to have an emailing booking system where patients can email the practice instead of calling. Dr Badham explained that this would not work from a reception point of view as it would take a few emails to arrange for the correct day/time for the patient and GP. It is simpler and easier to just call.

TH has explained that when patients send a message via the website it normally gets seen within 2 to 3 working days, but quite often sooner. This service can be used for contacting the practice not only for appointments but also for other Admin requests and registrations.

A patient suggested if some of the GP appointments could be delivered via Zoom, Liz Pope explained that currently all appointments via phone or video have to be via an NHS approved system, and unfortunately Zoom is not. At the moment we use Accurx for video appointments when needed and our new phone system also has this facility.

Another suggestion raised was that more appointments should be carried out at the weekend. Dr Badham explained that our recent patient survey done as a PCN to ascertain which were the more favourable times for extended hours. Patients reported that their preference would be for more appointments during the week. We do, however, offer Saturday morning clinics to our patients every 4 weeks, as well as weekend flu and covid booster clinics.

Liz Pope explained that we are trying to recruit a new GP and have been for a while, unfortunately there is a lack of GPs nationally. We are fortunate enough to have a couple of regular Locum doctors like Dr Beale and Dr Dace.

Another patient asked if there is another way to help the GP's. Liz explained that in the past we have trialed Livi GP appointments who work remotely. (GP's appointments). However, it was found that they were generating more work for the practice as they were limited in what they were able to do in terms of the medical administration which came back to the GP or administrator. We have recruited other clinicians in the form of Paramedics and Pharmacists to help with GP workload, however they require clinical supervision from the GP.

A patient thanked the 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.

Date of Next Meeting Tuesday 11th January 2023