

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING  
AT EASTFIELD HOUSE SURGERY  
Tuesday 21<sup>st</sup> February 2023 at 6.30 pm**

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

Apologies: SR, GP, AD, SW

**1. Welcome & Introductions**

Liz Pope welcomed everyone to the meeting.

**2. Staff Update**

Sam Vickers has joined Eastfield House as a Prescribing Paramedic. He is part of our Home Visiting Team, who look after patients in the Argyles Care Home and housebound patients. He also runs his own book on day clinic for patients with minor illness.

Our Care Coordinator, Sharon has taken on role of Social Prescriber. She receives referrals from all teams within the practice, 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 within West Berkshire.

Our Senior Receptionist, Zoie has taken over the role of Care coordinator from Sharon. She will work closely with our Social Prescriber and our Home visiting Team to arrange annual reviews and patient care for our most vulnerable patients.

We have a new Mental Health Practitioner called Fungai Jere, who will provide face to face and telephone consultations for patients needing support and signposting for anxiety, depression and low mood.

**3. Premises**

We continue to work with Greenham Trust who have secured land to the south of Newbury College, to develop a purpose-built surgery for Eastfield House to move to. We are in discussions with our Integrated Care Board to secure funding for the project and our next meeting is on Thursday 30<sup>th</sup> March. If all goes to plan, we should move to the new premises in March 2025.

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.

Osmond Tricks, who are working in conjunction with us and Greenham Trust to design the new surgery, would like to attend a PPG meeting in the future to provide a presentation on plans for the layout of the surgery and open the floor to input/suggestions from our patients. We are still far from this stage, but when the time comes, we will let the PPG know beforehand so that as many patients as possible can attend the meeting.

The immediate concern is an interim solution to our premises constraints, so that we can continue to operate safely and effectively as our list size and staff numbers continue to grow. We are still in discussions with our Integrated Care Board with regard to 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 have a further meeting with the ICB on Thursday 9<sup>th</sup> March to hopefully finalise our plans for the cabins to be installed, 10 weeks after agreement.

#### **4. Patient Survey:**

We will be conducting a patient survey as we have done in previous years which will be based around questions asked in a GP National Survey. The survey will run over a two week period and will target patients via text, our website and paper copies for patients attending the surgery or for those who struggle with technology.

#### **5. NHS APP and Facebook:**

We will be launching a patients Facebook Page in our endeavour to better communicate with patients. We will use the page to post urgent issues affecting our service, campaigns and events in the community. Initially we will not be using the Facebook page for two way communication but this is something we would look to do once the page has been established.

#### **6. PPG Update**

Jill Doyle provided an update on the Coffee Morning of the 24<sup>th</sup> of November 2022. She was pleased to announce that the Coffee Morning has raised £228.30 for the Surgery. Unfortunately, she was disappointed that there were no staff from Eastfield House to help on the day. The cake and tombola donations from the group or surgery were also very few and she had to rely on the help of her friends from St Nicholas Church to provide donations on the day and run the coffee morning.

LP has apologised on behalf of the surgery and will send an apology the PPG members.

We would like to say a sincere thank you to Jill, her friends and PPG members who contributed to the coffee morning who raised money on our behalf. We will be using the money to buy Blood Pressure monitors to loan to patients for home blood pressure readings. This will help us to identify patients suffering with hypertension which might otherwise go undetected.

#### **7. Patient Questions & Suggestions**

IG has suggested that it would be helpful to patients if the Social Prescriber could distribute leaflets regarding West Berkshire Well being groups and charities as well as being displayed on our surgery's waiting room. We have reassured him that this is something that our Social Prescriber does and reviews on a regular basis.

**Date of Next Meeting Tuesday 04<sup>th</sup> April 2023**