

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING
AT EASTFIELD HOUSE SURGERY
Tuesday 4th April 2023 at 6.30 pm**

Present: Mark Galliver, GP Partner
Liz Pope, Practice Manager
Tania Hart, Reception Manager
Tania Coker-Davies, Operations Manager
7 x patients attended

Apologies: Jill Doyle

1. Welcome & Introductions

Liz Pope thanked everyone for coming, it was lovely to see some familiar faces.

2. Staff Update

We have two new members of the reception team, Justine Durham and Tegan Scapen. Both ladies are younger members of the team and have fitted in very well. Justine will undertake all reception duties and Tegan is a temporary prescription clerk to ease the pressure on the reception team while we are still recruiting.

Our new Mental Health Practitioner, Fungai Jere, joined our PCN on 3rd March 2023 and will be holding a clinic on a Friday each week. She will see patients who need support for anxiety, depression and low mood. Her appointments are face to face or telephone consultations.

3. Premises

We have finally received the go ahead to move two new temporary clinical rooms in the form of cabins into our car park. This will enable us to provide more clinical appointments for patients. The cabins are due to be installed by the end of June 2023. We have applied to the Highways Agency to close St John's Road on a Sunday, to enable the cabins to be lifted over our main building. We have a two year rental agreement for the cabins and two years left of the planning approval, which we received in March 2022. It has taken 12 months to get the cabins signed off by our ICB.

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. We met with members of our ICB recently, who had instructed a Healthspace Planner, called Archus to undertake a modelling exercise for the size and capacity of the new surgery. Archus have recommended increasing the size of the surgery from our original prediction of 1,425sqm to 1,447sqm, as a result of the housing development over the next five years, within our practice boundary.

Our Integrated Care Board informed us that we will be competing with surgeries in Oxford and Buckinghamshire, now that we are part of their ICB and will have to wait to hear where we are as a priority in the group for funding for the new surgery. Greenham Trust have been very supported, reiterating that they are not in the market to make huge profits like commercial companies, they are a charity who is able to provide our scheme at reduced rates and any profit will be put back into the community. We are hopeful that the ICB will be willing to invest in our new premises.

4. List Closure

Due to the rate in which our list is growing and the lack of space we have to work in, we have spoken to the Facilities Team within our ICB with a view to closing our patient list. This is not something that our partners want to do but we are risk assessing the situation in terms of patient and staff safety. We have completed an application for list closure and our plan is to submit this to the ICB when our patient list reaches 15,000 patients. Our list size is currently 14,824. The surgery was built for 8,000 patients.

5. Repeat Medication Requests – Boots Pharmacy

Boots in the Town Centre have advised that they will no longer be taking repeat medication requests from patients. We understand that Boots at the Retail Park have also been telling patients they will not be offering this service going forward.

Our advice to patients are as follows:

- Please consider using the NHS App. You will be able to request your repeat medications and receive a notification when your prescription has been approved, make an appointment with your GP and review your medical records.
- There are online Pharmacies who offer a delivery service such as Lloyds Direct or Pharmacy2u.
- Online Access – Patients will need to complete a form at reception and provide two forms of ID before they are able to order medication.
- Visit Eastfield House website and click on the ‘Prescriptions tile’ and complete the medication online request form.
- Put a repeat medication request in writing either by post or hand deliver to the surgery.

We do not accept medication requests over the phone to avoid medication error.

6. Covid-19 Spring Booster

The Spring Booster vaccination programme began on Monday 3rd April for patients residing in an elderly care home. The eligible cohorts are:

- Patients aged 75 years and over (74 year turning 75 before 30th June 2023 are included)
- Residents in a care home for older adults
- Individuals aged 5 years and over who are immunosuppressed, as defined by the Green Book (tables 3 and 4)

We will be vaccinating our housebound patients who are 75 and over w/c 17th April and holding a clinic on Saturday 22nd April for patients who are 75 and over. Further clinic dates will be released in due course.

We have been given a new vaccine to use for the Spring Booster, VidPrevtyn Beta for patients aged 75 and over. 5-11 year old will receive Comirnaty 10 Concentrate and 12 years and over will received Comirnaty Original Omicron.

7. Patient Feedback

Results of the GP National Survey are due to be published in the next few weeks. When the results are in, we will arrange to run our own practice survey for patients based on the questions asked via the National Survey. We believe this will give a more accurate result of our service.

In the meantime, we have Feedback forms in our reception and we are encouraging patients to complete a form, which can be done anonymously if preferred.

8. Facebook:

Our FaceBook page is now live and we have 11 followers. We will use FaceBook for communicating to patients and will consider opening up the facility for patients to comment when we are familiar with the system.

9. Patient Panel

The next Patient Panel meeting is on Thursday 20th April at [redacted] via Zoom. Patients to contact the surgery if they are interested in joining the meeting.

10. Patient Questions & Suggestions

The PPG felt it would be interesting to have a talk at our next meeting from a practice member such as GP or Practice Manager on what a typical working day is like in the surgery. They understand the working day is long and would find it useful to know exactly what work is covered. Tania will repost the GP Workload poster on our website which gives an overview of work a GP will cover.

Members also felt it would be useful to have a picture of GPs and their qualifications and specialities. Liz will arrange for something to be displayed in our reception area.

Date of Next Meeting Tuesday 5th September 2023