

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING  
AT EASTFIELD HOUSE SURGERY  
Tuesday 28<sup>th</sup> November 2023 at 6.30 pm**

Present: Mark Galliver, GP Partner  
Liz Pope, Practice Manager  
Tania Coker-Davies, Operations Manager  
Kathy Sandell, Social Prescriber  
10 x patients attended

Apologies: JD, JG, TG, EC, BB, SC, SW, LC, MC

**1. Welcome & Introductions**

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

**2. Staff Update**

Sadly, our Practice Nurse who specialises in Diabetes, Justine Weston, will be leaving use at the end of December 2023 to become a Diabetic Community Nurse in Hampshire. Justine has worked at Eastfield House for the past 20 years. It will be sad to see her go, but we wish her all the best in her career progression.

We have been lucky enough to recruit a new Practice Nurse who also specialises in Diabetes. We have not finalised her start date but we hope it will be in mid January 2024. She will work closely with our team of Practice Nurses, and Judith who also specialises in Diabetes and works with our Home Visiting Team.

Louisa will be joining our secretarial team on 6<sup>th</sup> December. We currently have four secretaries and have recruited Louisa as an additional member due to the increase in workload.

**3. Premises**

Temporary Cabins – We are now using the Annexes as clinical rooms and as meeting room/training room for staff. This so far has worked really well, and we have been able to provide patients with extra appointments for acute conditions. The final work is taking place next week to construct a covered walkway from the main building to the Annexes. This will protect patients and staff from the elements. Unfortunately, there will be some disruption with noise and closure of our car park. We have set up a direct line telephone number for patients who usually access the disabled car spaces, who may need to convert their appointments to a telephone consultation.

New Premises - The planning application to the new premises will soon be submitted to West Berkshire Planning. It will take a minimum of 12 weeks before a decision is made. When we receive planning approval, we will submit a Business Case to our Integrated Care Board (ICB) for funding of rent. Once the Business Case has been approved, Greenham Trust will start construction of our new surgery.

Our ICB have informed us that we will be competing for funding with other surgeries in Berkshire, Oxford and Buckinghamshire, but we are seen as a priority. Greenham Trust have been very supportive, reiterating that they are not in the market to make huge profits like commercial companies, they are a charity who reinvest any profits made, back into the community.

**4. Appointment System – Anima**

We have now fully launched Anima. As with all new systems, change involves training, assessing and making adjustments where necessary. We are monitoring the system regularly and have had positive, as well as negative feedback from patients. We are meeting the Government's aspiration of patients being

seen within a 2 week period for routine appointments. Our policy has always been for patients to see their own GP however, this was not always possible with our old system. Anima has provided better GP/Patient continuity.

Initial feedback about the time it takes to complete some of the appointment request forms has been raised. This is being reviewed and addressed by Anima. In addition, patients have said they cannot find forms that are relevant to their problem and there is no facility to send a quick message to their GP. We have switched on the message facility on our website so patients are able to submit information to the practice. The message facility should not be used to request appointments.

We are working with Anima's development team and sending any comments from patients to them. Another local practice is about to go live with Anima and we will also work with them to iron out any issues patients may have.

### **5. Kathy Sandell – Social Prescriber**

Kathy introduced herself as our new Social Prescriber. She started at Eastfield House in October 2023. The role of the Social Prescriber is to support people with a wide range of social, emotional, or practical needs. An example of patients who may benefit from the input of a Social Prescriber are people with mild to long term mental health problems, vulnerable groups, people who are socially isolated and those frequently accessing primary or secondary care.

Patients will be referred to Kathy via the GP, nurses, or home visiting team who will then sign post them to different services or help them with their issues. Patients can also self-refer to Kathy by contacting reception.

Kathy will be working closely with other Social Prescribers in the area and networking with local services and charities to be able to provide our patients with the best possible set of options to their issues.

### **6. Friends and Family Survey**

We are continuing with this survey and a text message is being sent after every visit to the practice. This has been very beneficial to us as we have been using feedback sent to us by patients to improve where we can.

### **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.

Gill T is currently our representative for the West Berks Patient Panel, but if we could have a couple more volunteers would be great, we will be contacting anyone interested directly to send them more information regarding the meetings.

### **8. Patient Questions & Suggestions**

A PPG member was concerned about Eastfield House moving premises to the new site by the college as this site is further away from the town centre and it will be more challenging for patients to reach the surgery. LP explained that we have looked at 17 different sites over the last 5 years, and have not been

able to find anything more suitable than the site south of Newbury College. LP has reassured that there will be frequent public transport to the site.

AR, PPG member, has suggested that once the Sandleford estate is complete the catchment centre will be more towards that end of town, so it probably will suit better majority of patients.

A PPG member asked if we had a choice of website provider as he noted that he did not find our website particularly user friendly. LP advised that we have been looking at other website providers and this is a project that we will embark further on in the New Year.

**Date of Next Meeting Tuesday 21<sup>st</sup> of February 2024 at 6.30 pm.**