

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING
AT EASTFIELD HOUSE SURGERY
Thursday 18th April 2019 at 6.30 pm**

Present: Dr Matthew Degnan, GP Partner
Dr Anne Maloney, GP Partners
Liz Pope, Practice Manager
Alison Ebbatson, Reception Manager

8 patients attended

1. Welcome & Introductions

Dr Matthew Degnan thanked everyone for attending and staff introduced themselves to the PPG members.

2. Emergency Resus Educational Talk

Dr Maloney is leading a project sponsored by Health Education England and the Patient Safety Academy to improve the management of emergencies in GP surgeries for all patients including babies, children and adults. This includes illnesses such as heart attacks, sepsis, severe allergic reactions (anaphylaxis) and severe breathing difficulties such as asthma and infant bronchiolitis. Although the staff at Eastfield House have been receiving similar training for several years, most GP surgeries only have very basic CPR training. In addition, there are sometimes delays in ambulance service response times as GP surgeries are considered a place of safety.

Dr Maloney and her team are developing new training that involves all patient facing staff who practice emergencies in the GP surgery to improve team work and make sure that the right equipment is available and used correctly. Dr Maloney is also designing new checklists to help staff with these stressful events so that the best treatment is given.

Dr Maloney would welcome any patients who would like to be involved in later stages of this project where we will be asking patients for their advice on the new training. Please contact Liz Pope if you would like to be involved.

3. Practice Update

Dr Helen Clarke gave birth to a baby girl in April and is expected to be on maternity leave for the next 9 to 12 months. Dr Helen Dace, a locum GP will be looking after Dr Clarke's patients as well as our long term Locum, Dr Peter Hetherington.

We have a new Healthcare Assistant, Karen Hatherall starting with us on 29th April and we have a new Practice Nurse starting with us at the end of May called Natalie Green.

4. Primary Care Networks

Through the new GP Contract, the BMA and NHS England have agreed the development and roll out of Primary Care Networks (PCNs) as part of their long term plan. What this means for us is that we have been invited to form a PCN with other surgeries to whom we are geographically linked, who will work closely together with primary and community staff to provide an integrated service to our local population.

Eastfield House will be joining with Strawberry Hill Medical Centre and The Downland Practice in Cheiveley and together we will look to share a new workforce in the form of pharmacists, social prescribers, physiotherapists and paramedics over the next five years.

Pharmacists will assist GPs with medication reviews, social prescribers will be able to sign post patients to different services, physiotherapists will see patients with MSK problems and pharmacists will assist in home visits.

The PCN will become effective on 30th July 2019.

5. Healthwatch Questionnaire

Healthwatch West Berkshire have asked GP surgeries to circulate a Health Questionnaire to patients for completion which will be used to determine changes within West Berkshire. This forms part of the NHS' Long Term Plan which sets out all the things it wants health services to do better for people across the country. Liz handed out questionnaires to PPG members to complete.

6. PPG Update

The PPG suggested making a change to the layout of the waiting room for our meetings as those patients at the back of the surgery found it difficult to hear. We will arrange for the chairs to be put in a circle for the next PPG meeting to see if this is any better.

The Amateur Dramatic Society has kindly offered to put on Dick Whittington pantomime in November this year with some of the proceeds going to Eastfield House to help us continue to buy new chairs for the surgery. This is very much appreciated by the surgery.

Annie from AD took the opportunity to tell us about a play they are putting on at the Watermill Theatre called Arsenic & Lace in July. More details are available at the Watermill.

Members suggested that we try and advertise the PPG meetings better to achieve a better turnout. Liz will text patients two weeks prior to the next meeting and again with a reminder a few days before to see if we get a better response.

7. Date of Next Meeting

The next PPG meeting will be on Thursday 25th July 2019 at 6.30 pm.