

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING
AT EASTFIELD HOUSE SURGERY
Tuesday 29th March 2022 at 6.30 pm**

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

5 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.

Liz also introduced Dr Badham as the new GP Partner leader for the PPG.

2. Staff Update

Leavers

Dr Katie Beale made the difficult decision to retire as a Partner at the end of December 2021 however, she is working as a locum GP so you may see her at Eastfield House from time to time. Dr Beale's patients have been transferred to a new GP, Dr Camilla Rowland.

Sadly, Dr Wiseman was only with us for a short time as he made the decision to move back to Australia with his young family.

New Starters

Since our last meeting we have successfully recruited two new GP's; Dr Shalim Zorana who, GP partner who relocated to Newbury from Cumbria and will be holding 6 sessions per week.

Dr Camilla Rowland, is a salaried GP and will holding 4 sessions per week.

We have also recruited a new Paramedic Jane Morgan, who has joined our home visiting Team of two matrons and our existing Paramedic, Katie.

We have also successfully recruited two Medical Administrators, Debbie Rawlings and Andrea Barnes. Debbie started on the 1st of March and Andrea will be starting tomorrow, 1st of April.

Tania Hart was promoted to Reception Manager at the beginning of the year and Alison stepped down into a senior receptionist role.

3. LIVI GP Appointments

Liz explained that we are now using the LIVI GP services. The LIVI GPs work remotely to help ease the increase in the demand over the winter period. Our receptionist will ask the patient if they are happy to receive an appointment with the LIVI GP before making the booking. On contacting the patient, the LIVI GP will confirm with the patient that their consultation is remote and will ask if they would like to continue the consultation as a phone call or video call.

Dr Badham explained that due to GP illness or self-isolation, patients own GP might call their patient via videocall or phone in the first instance and then invite the patient in for a face to face appointment if they feel there is a need.

4. Flu/Covid Booster Vaccinations

We will not be offering patients a Spring booster as we are very lucky to have a vaccination clinic in the Kennet Centre. Boots Pharmacy in the High Street may also be offering vaccinations. The Kennet Centre are open on Friday, Saturday and Sunday for walk-in appointments however, patients can make an appointment by calling 119 or via the Gov website.

There have been changes to the flu vaccination programme for 2022/23. Vaccines will be 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 65 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 2021
- pregnant women,
- those in long-stay residential care homes,
- registered carers,
- close contacts of immunocompromised individuals
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The 50 to 64's and secondary school children will no longer be included in the NHS Flu campaign. However, patients will still be able to go get a flu vaccine privately at a pharmacy.

5. Premises

Our search for bigger premises continues. The predicted growth for our patient population in the next 5 years is 4,500 and our building is already 3 x smaller than the recommended size for our practice list of 14,200 patients.

We have been in contact 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 2024.

The priority is to find an interim solution so that we can continue to operate as we 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.

6. PPG Update

Jill reported that the coffee morning at St Nicolas Hall did not go ahead in February as planned as she and other members of the PPG have been unwell. Jill wondered if the practice would like the PPG to rebook the coffee morning however, they would need 8-10 people to help on the day. Theresa offered to help and Liz will be able to provide details of two other helpers. Sadly, some of our PPG helpers passed away during the pandemic members which we were very sorry to hear.

Jennifer has suggested that the coffee morning is postponed to the end of the year so that there is time to recruit new PPG volunteers. Jill will get in contact with St Nicholas Church and check their availability.

7. NHS App

Liz gave an update on the NHS App and explained how the app will allow patients to view their records. Patients will need online access to view their records if they haven't already applied for this they will need to complete a form on reception or download from our website. Patients will need to provide ID and address verification with their completed form and bring this into the surgery so their identity can be verified before access is granted.

8. Patient questions and suggestions

One of the patients suggested that other practices use their website as a portal to book appointments online and asked if we would consider it for Eastfield. Liz explained that the booking system we use is a triage system, so that our reception team can book their appointment appropriately with either a GP, nurse, Pharmacist, Paramedic etc. We also still need to remind patients not to attend the surgery with Covid symptoms before they come into the surgery.

There is a general lack of parking at the surgery and surroundings for patients. Tania H explained that patients can park their car for free on the nearby roads, like Catherine Road.

When patients call the telephone system at 8 am to book an appointment the telephone system plays the “welcome” message and then cuts off. We are aware that our current system will only hold 20 callers in a queue and the caller should receive a message asking them to call back as lines are currently busy. Liz explained that we are currently looking at a new telephone system and are awaiting a date for installation. The new system will give the caller the option for a call back whilst maintaining their place in the queue. The system is recommended by other GP practices.

Liz also explained that phonelines are quieter after 10 am and into the afternoons. More urgent appointment slots are released in the afternoon and after listening to our patients, we will be releasing more routine appointments that will be bookable in advance w/c 4th April.

We have seen an increase in the demand for our service and are providing more appointments compared to this time two years ago. In November 2019 we were offering 692 GP appointments per week compared to 745 GP appointments in March 2022. In addition to the 745 appointments, each GP receives on average, 45 queries/requests via our website per day. In addition, patients can now access appointments with other clinicians such as our two Pharmacists and two Paramedics.

GPs are also managing patients who would usually have been cared for in secondary care but due to the Covid pandemic, the hospital resources are being used to treat patients with Covid and work their way through the long wait list of operations/procedures.

9. Date of Next Meeting

Tuesday 14th June 2022