

## Agenda & Minutes – PPG Meeting

Date: 18 September 2019  
 Time: 18.30 to 19.45  
 Venue: Tilehurst Village Surgery  
 Attendees: Dr T A Underwood (TAU) ,Dr M Thompson Partner (MT), Jackie Small (JS) and Catherine Guscott (CG) Practice Managers (MM), (DR) (FH)  
 Apologies: Tracy Craig (TC) (JL)

Agenda	
1.	Welcome
2.	Actions from previous minutes
3.	Physiotherapy pilot
4.	Appointment of Chairperson / secretary
5.	AOB

Agenda Item	Minutes	Action
1.	<b>JS thanked everyone for attending and welcomed MR FH to the group.</b>	
2.	<p><b>JL requested to have a review of the actions from previous minutes:</b></p> <p><b><u>Appointments</u></b>                      JS advised that reception staff had been reminded to obtain more details of the call if a call is received after all appointments have been taken.</p> <p>Notices have been put in the waiting rooms, website and TV screens regarding hours of opening.</p> <p>JS showed PPG members the new booklet for the waiting room area which contains general information and campaigns.</p> <p><b><u>Recruitment</u></b>                      CG advised that we are still trying to recruit a nurse. An interview took place last week but was found to be not suitable for the position.                      MT advised that we have two new long term locums Dr AK and Dr MG.                      Recruitment of clinical pharmacist ongoing.</p> <p><b><u>Referrals</u></b>                      Dermatology will be accepting referrals as from 30 September 2019.                      Dermatology/Cardiology letters were added to notice board and patient folder to help patients understand reason for triage by cardiology and why no dermatology routine appts at RBH.</p> <p><b><u>Finances</u></b>                      Enquiries into a new calling machine system, telephone system, tv at CH are all ongoing.</p> <p>Phlebotomist and HCA are attending more courses to become fully fledged HCA's.</p>	

	<p>Group clinics – emails have been sent to community nurses and private hospitals to see whether they can facilitate some patient talks. Patient self-checking in machine up and running at TVS but still pending at CH awaiting a part.</p> <p><b>Compliments/complaints</b> CG advised that we have had some bad reviews on website and said that online complaints are anonymous and are not helpful. People tend to complain of bad service but not when they receive good service. TAU said that we have 9k patients that attend TVS and we have just grown and grown. CG said still building houses Reading but they are not building surgeries to accommodate these extra people. PPG asked how the numbers could be reduced. Tau said that we remove people who has crossed the line.</p> <p><b>PPG asked how can we promote and improve health:</b> JS advised that contact has been made to see if we can organise some patient talks. JS/CG advised that some practices have walking groups arranged by their PPG.</p> <p>PPG asked what the overall purpose of this movement. Tau advised that it is as per contract.</p>	
3.	<p><b>Physiotherapy pilot</b> TAU discussed PCN at great lengths and stated that this was a good idea as it relieves the pressures on the GPs and nationally we are 6000 short of GPs. Tau went onto explain that the pharmacy contracts are changing from 1 October 2019 and that they will be holding more minor ailment clinics. This is all to relieve stress from the GPs.</p> <p>The PCN are also looking to introduce: Social Prescribers In-House pharmacists to do medication reviews Paramedics to do home visits.</p> <p>The physiotherapist appointments will be 20 minutes long and will see patients with sprained ankles etc and produce exercise sheets or onward referrals to a physiotherapy clinic. This is a 3 month pilot.</p> <p>TAU gave a general overview of the NHS and its workings.</p>	
4.	<p><b>Apt of Chairperson / secretary</b> Carried forward</p>	
5.	<p><b>AOB</b> <b>Car Parking</b> CH – MT advised that there was insufficient parking at CH and that there was no scope to make more spaces.</p> <p>TVS – TAU advised that he had an idea regarding a dead tree in the car park in that we could cut it down and create 2 more spaces. In addition he said that we could use space at the back for staff cars and free up</p>	

	<p>more of the parking areas for patients. This could be done by putting plastic netting behind the treatment room.</p> <p>PPG asked whether we have contacted the tree preservation services. TAU advised that there was no need to as there are no orders on the trees.</p> <p>MT advised that quotes have been obtained and that we would go to the CCG governing body to see if they would fund it. It would cost approximately £2,500.</p> <p>PPG said that they would write letters of support in relation to more car parking space as they see the difficulties some days with buses not being able to drive down the road if cars are parked on both sides. PPG also suggested obtaining a letter from Reading Transport and neighbours. They would also support the removal of the dead tree to facilitate more parking.</p> <p><b>PPG asked whether we could have the water cooler back.</b> JS advised no as some parents/children are misusing the water cooler as they allow their children to play with it. This causes spillages and there is also an infection control issue with it being in the waiting room. Toys have also been removed.</p>	
--	---	--

JS

7/10/2019