

Agenda & Minutes – PPG Meeting

Date: 20 June 2019
 Time: 18.30 to 19.45
 Venue: Tilehurst Village Surgery
 Attendees: Dr M Thompson Partner (MT), Jackie Small (JS), Tracy Craig (TC) and Catherine Guscott (CG) Practice Managers, PPG Members
 Apologies: PPG Members

	Agenda
1	Welcome
2.	Telephone Triage / Apts
3	Website
4	Patient numbers
5	Patient Correspondence
6	Finance
7	Locum Doctors
8	Appointment of Chairperson / secretary
9	AOB

Agenda Item	Minutes	Action
1.	JS thanked those who attended the meeting at short notice.	
2.	<p>Telephone triage / Apts – JS advised that things had settled down now and that patients are using the system well and some patients actually like the telephone call.</p> <p>PPG asked whether there was a cap on TT slots and noted that she was not asked what was wrong instead was told to call back in the morning. PPG also stated that that older people do not like to bother GPs.</p> <p>Surgery responded by advising that each TT doctor will have 50-60 calls to make and if a call comes in once the slots have gone reception will normally ask what the problem is and depending on this, would squeeze someone in after speaking with GP or advice to contact WIC or 111. CG advised that she would reiterate this to reception staff. CG further advised that we have extended hours across Reading up to 8.00 pm with Grovelands Medical Centre and Westwood Road.</p> <p>It was agreed that more notices will be displayed in waiting room and on tv screen.</p> <p>PPG stated that reception staff was still saying to ring in at 8.00. CG advised that it was a habit and that you can ring throughout the day for an appointment.</p> <p>PPG asked whether we had a problem with nurse appointments. We advised that one was on holiday and one was off sick and we have a locum nurse covering.</p>	
3.	Website – CG advised that the new interactive website was working very well and is easy to use and that there has been a lot of activity on the website. JS explained that we received a copy of the statistics regarding the use of the website since it went live and that we	

	would be considering the numbers in detail as it was only received that afternoon.	
4.	<p>Patient numbers – JS confirmed that we currently have 16,591 patients to date registered with us and that many of the CH patients are students at Reading University. PPG asked why we cannot close the lists, TC explained that all patients are entitled to see a GP and that we are not able to close the list.</p> <p>MT advised that RBH are looking to recruit more consultants. CG to email the updated dermatology letter to PPG as we are still unable to refer to RBH to see a consultant dermatologist unless under 2ww or via telederm.</p> <p>CG also advised that cardiology is also triaging appointments now and that ENT have a very long wait.</p> <p>Patients are provided with choice when the referral letter goes out.</p>	
5.	<p>PPG asked whether the dermatology and cardiology letters can be added to the notice board as patients would then understand why they cannot be seen at RBH for routine/urgent referrals for dermatology and regarding cardiology referrals.</p> <p>PPG suggested a patient book for this information or TV screen.</p>	
6.	<p>Finances – JS advised that each year we are awarded money where we have saved on medicines management. JS asked whether PPG had any ideas for what the monies can be spent on for the benefit of the patients. A few ideas were given as follows:</p> <ol style="list-style-type: none"> 1. New calling machine 2. Telephone system 3. Group clinics for talks i.e. diabetes prevention, COPD 4. Courses for Phlebotomist to become Health Care Assistance. 5. CCTV 6. Small TV at CH <p>PPG asked whether they could see a copy of the accounts. MT explained that GP average earnings are shown on the practice website.</p>	
7.	<p>Locum doctors – TC advised that two salaried doctors had left with one retiring. The other GP wanted to know what it was like elsewhere as this was her first job. TC advised that we have advertising for the last couple of year and that 2 x GPs have expressed an interest to locum with us with a view to becoming salaried.</p> <p>CG advised the PPG that GP Partners are looking for locum work as it comes with less responsibility.</p> <p>TC advised that we are looking for a clinical pharmacist to work full time between Westwood Road and our surgeries. They would be able to do medication reviews and prescriptions.</p> <p>Some surgeries have paramedics.</p> <p>It was agreed that patients should try and see the same doctor for long term ailments where possible.</p>	
8.	Appointment of Chairperson / secretary – this has been rolled over for the next meeting.	

9.	AOB – A discussion was had to increase the PPG numbers and it was agreed more advertising will be needed. Next meeting will be scheduled for September 2019	