

**Patient Participation Group of the Gainsborough Practice**  
**Minutes and Actions from the PPG Meeting**  
**Tuesday 25<sup>th</sup> September 2018**

**Chair:** Brian Rushby

**Present:** Dr Goel, Diana Lock, Alan Thomson, Ann Whiffin, Gary Whiffin, Sonja Clark, Gillian Burley, Maureen Staley, Jane Wade.

**Apologies:** Sandra Milnthorpe, Eddie Davey, Jo Woodcock, Amanda Hall, Jill Vincent, Sheila Beaveridge, Elizabeth Prince.

**1. Minutes of the Last Meeting.**

1.1. There were no comments on the meeting of 3<sup>rd</sup> July 2018

**2. Update from the Surgery on patient Services.**

2.1. Dr Goel and Diana updated us on practice staffing. A third practice nurse has been recruited and will join the practice on 1<sup>st</sup> Oct, working full time.

On Doctors the practice is looking to recruit another in addition to the current team of Doctors, many of whom work part time.

Recruiting for a receptionist is in progress to replace a vacancy.

2.2. The practice had been redecorated, and the appearance of the reception area was improved from that. The layout of notices and information posters had been improved and was now much clearer for patients – and we thanked the practice team for doing that.

2.3. As discussed at the last meeting arrangements are in progress for additional services at the practice by a pharmacist and a physiotherapist. They are being employed to work across several local practices. They will be at Gainsborough at scheduled sessions at which patient appointments will be available, and can be booked via reception or following phone discussion (triage) with a nurse or Doctor.

2.4. Diana expects pharmacist sessions will start in December. It is anticipated they will be at the surgery seeing patients for medication and hospital discharge reviews. It is expected in time that they will be able to see patients with long term health conditions about their ongoing medication and treatment.

2.5. A start date has not yet been settled for the planned advice service for physiotherapy and MSK (Musculoskeletal) conditions. That is expected to include giving advice and guidance for patients coming to the practice with hip, knee, and back problems. They would refer patients to physiotherapy elsewhere locally as appropriate. i

2.6. We welcomed these additional services for patients. Having a pharmacist and a physiotherapist as part of the practice team should help give more capacity for Doctors and nurses to see patients.

2.7. We discussed blood tests, which the practice no longer does. Apart from going to Heatherwood, the extended hours service at the Boundary House surgery is now offering evening and Saturday morning phlebotomy appointments for blood tests, and our receptionists can book such appointments.

2.8. Dr Goel explained a local CCG initiative to update the approach to treatment of Osteoarthritis of the knee and hip. A guidance and record booklet has been prepared to give to patients affected, and patients will also be referred to local 'Arthritis Care seminars'. This should help patients who have such conditions to understand and to help themselves in managing their condition.

2.9. We discussed and Dr Goel explained about the changes for prescribing medicines that patients can get themselves 'over the counter' at a pharmacy. This is a national policy change, and more was in an August news item on the practice website.

- 2.10. Diana reported that she had arranged for the Bracknell Forest Council (BFC) Social Prescribing team to have a stand in reception on one of the Flu jab days on Thu 1<sup>st</sup> November. Maureen mentioned that the 'fit for life' activities from BFC were part of that, and agreed to get some information together on that for patients – for use at our events in Self Care week etc. – see more below.
- 2.11. We discussed staff photos on the practice website – good to have. We agreed the wording should be changed where an individual Dr does not wish their photo to be shown. There was also general discussion about the website – we want it to be informative, easy to use, and up to date - and patient group members present were encouraged to have a look through it and raise any detailed suggestions for wording changes or update text - to Diana or Alan please.
- 2.12. We discussed arrangements for Flu clinics – there are different versions of the vaccine for young children, under 65, and 65+. The Saturday morning sessions will have more staff this year. There is more explanation in a September news item on the practice website and on the noticeboard in the waiting area.
- 2.13. A new issue of the quarterly newsletter for patients had been drafted and will be issued shortly.
- 2.14. The upcoming monthly themes are:
- October - FLU Vaccination
  - November - Self Care and Social Prescribing
  - December - Blood pressure and Cardiac - monitoring and patient use of the test machine in the waiting room.
  - January - Cancer awareness and stop Smoking
  - February – Patient Survey

### **3. Recruiting more patients for the practice**

- 3.1. The practice is looking to increase the number of patients from currently – from around 10000 to 12000 – making more use of the capacity of the building and facilities – and to serve the increasing local population in its catchment area of north Bracknell. Currently numbers are level - about the same number joining as leave - mostly due to people moving. We discussed possible reasons why not getting more joiners considering the amount of local housing development.
- 3.2. We also discussed how the practice comes across to people who might be looking to register at a practice. The entry on the national NHS Choices needs update, and more patient comments would be welcome to balance the few there already which seem a bit unrepresentative and out of step with the high scores received in patient surveys – national and local, and in 'Friends & Family' feedback.
- 3.3. While there are constraints on GP practices 'advertising' – more could probably be done and Dr Goel is going to check on that. A new leaflet with information about the practice – its locality (and catchment area), ease of access (parking) and local reputation would be useful.
- 3.4. We discussed promoting to local people – tying in with Self Care week in November and with seeking support for the patient group. - more below.

### **4. Patient Group Topics**

- 4.1. Following discussion at the last meeting about getting more people to join our patient group we held an 'Open Session' at the practice on Tue 18<sup>th</sup> September. The practice had prepared and using a small A5 handout leaflet for Doctors, nurses and reception to use to encourage likely patients to attend and consider joining the group. Dr Kade was supportive and attended the 'Open Session'. From that we have 4 new committee members – 3 of

whom attended this meeting. We should continue looking for more patients to get involved – particularly from those of working age.

4.2. We agreed we should attend one of the Saturday Flu jabs to promote joining the patient group and registering online, following the way we did that last year.

Maureen, Sonja, and Alan agreed to do that on Saturday 13<sup>th</sup> October.

4.3. There is also a Flu jab session for 65+ patients on Thursday 1<sup>st</sup> November. The BFC team for 'Social Prescribing' will be at that, and after discussion we decided not to have patient group attending then.

4.4. We discussed what we might do for this year's Self Care week (12 – 18 Nov) – and relating that to 'outreach' to the local community about joining the patient group and also about joining the practice – as well as promoting 'self care' and the local 'fit for life' programmes. We had learnt from last year about having a stand at Tesco Warfield – and agreed to do a stand this year – aiming for Tuesday 13<sup>th</sup> November all day (subsequently Brian has booked that).

4.5. Arrangements for that will be coordinated by Brian, Maureen and Alan, and we will be asking PPG committee members to help on the day.

## **5. Update on Patient Assembly, local events and Health Care Matters.**

5.1. Alan and Brian had attended the CCG AGM on 5<sup>th</sup> September at Windsor racecourse - this year as a joint AGM for the 3 merged East Berks CCG's.

All positive and much on initiatives at local level to develop and improve services. A brief note reporting on the meeting had been circulated with the meeting agenda.

5.2. Alan reported on the Patient Assembly. The next meeting is on 27<sup>th</sup> September and patient group members are invited to attend.

5.3. The communications team for the East Berks CCG's (the 3 merged CCG's) have run a series of public engagement events on future urgent care services. An online survey had also been done and results will be presented at the Patient Assembly meeting.

5.4. The East Berks CCG Comms team have started issuing a news and events bulletin for Bracknell CCG patient group people – that's easy to read and informative – see the last issue sent out with the agenda. Alan will circulate as new issues appear.

5.5. Maureen reported on the Berkshire Healthcare Trust AGM that she had attended on Wednesday 19<sup>th</sup> September. They provide mental healthcare and community nursing - and gave a positive report and informative presentations at the AGM. Maureen's write up note following the meeting is to be sent out with these minutes (*see annex page*).

## **6. AOB**

6.1. We thanked Diana and Dr Goel for their open and constructive participation.

## **7. Next Meeting**

7.1. We considered having a meeting in November, and agreed to focus our work on the self care week event, and have the next PPG meeting in January

7.2. The main topic will be the questionnaire and preparation for our annual survey, and a draft agenda will be sent out in advance of the next meeting.

7.3. It was proposed that the next meeting be on Tuesday 15<sup>th</sup> January 2019.  
( *subsequently confirmed – with Dr Kade* )