

## Minutes for Falkland Patient Participation Group (PPG) Committee Meeting 26.06.2023

### Present:

Adrian Barker (Chair) **AB**  
Bettine Bly (Treasurer) **BB**  
Diana Mudge-Davies (Secretary) **DMD**  
Adrian Edwards **AE**  
John Curtis **JC**  
Bob Hills **BH**  
Peter Davis **PD**  
Mark Betkowski (Practice Manager) **MB**

Meeting commenced at 14:30

It was noted that this was the first face-to-face meeting in 3 years.

Apologies: None

Minutes: Minutes of the last meeting held on 20.02.2023 were agreed to be a correct record.

### Matters arising from previous meeting:

**BB** suggested that the next AGM might be a good platform to try and recruit a new committee member. **Action:** **AB** to add to agenda for AGM.

**Combatting Loneliness.** Dr Berry has now completed her project and had produced a directory containing information to access local services.

**JC BH** and **AB** updated the group on their recent meeting to discuss sharing the task of updating the website. A photo of the PPG stand at the Highclere Fete will be posted on the website.

### Surgery Initiatives and Developments:

**MB** reported that the installation of a new telephone system was imminent. It will have a new 'call-back' feature, which means patients will be called automatically as soon as a PSA is free. This should help reduce call waiting times and reassure people that a call will be received.

Staff recruitment has been problematic despite Falkland Surgery offering the highest rate of pay in Newbury to reflect the complexity of the PSA role now. However, 5 new staff have just been recruited, which will bring the number of PSAs to 14.

Each case will be reviewed and patients channelled to the most appropriate practitioner. **DMD** agreed the importance that patients need to understand that they do not need to see a GP every time, but should benefit from access to the range of Healthcare Practitioners on offer at the surgery following triage by a GP. **Action:** **AE** suggested more adverts on the screens suggesting that patients may not need to see a GP. **PD** felt that would build into the 'good news story'. **AB** pointed out that information is often put in our newsletter.

**MB** advised that the surgery is in a good position in terms of GP cover. A maternity locum will be in post from 5<sup>th</sup> August (covering for Dr Berry's maternity leave). This may become permanent, plus the possibility of another GP who is interested in joining the practice.

## Plans to expand patient GP services in Newbury

Following a question from **AE** regarding whether Falkland had reached its full capacity in terms of patient caseload, **MB** said not, but advised the meeting of plans between Eastfield House Surgery and Greenham Trust to build a £10million surgery on land purchased behind the Newbury college. It will take at least a year to complete once building has commenced and will eventually have a projected patient load of 27k.

## Financial Report:

Balance currently stands at £854.34. The recent PPG stand at Highclere Fete on 24.06.2023 made £70.80. **BB** gave a donation of £10 donation to St Michael's and All Angels Church funds in recognition and thanks for allowing us to have a free stall.

**BB** advised that despite extensive communication requesting volunteers for help on the day, she received no reply to her emails. Few members were available. **BB** and **AB** were present for the total time, with **PD** and **DMD** helping out for part of the afternoon as and when possible. Clearly, there is a need for more volunteered help if these important events are going to continue, as they not only spread the word regarding the purpose of the PPG, but also help raise funds and potentially increase the numbers subscribing to the email list.

It was agreed not to proceed with the Wash Common Community fete this September.

**BB** advised that donation leaflets are now available on the website.

A previous Treasurer is still receiving invoices from a supplier despite **BB**'s efforts to resolve the mistake. **Action:** **MB** dealt with it on the day of the meeting.

**AE** enquired why there no longer seems to be a list of items needed by the surgery. This prompted a discussion about possible needs. **MB** said their wheelchair had gone, so perhaps they could get another. **BB** mentioned blood pressure monitors, but **MB** advised that 80 have gone missing, due to patients not returning them and this was not something to fundraise for.

**Action:** perhaps this flags up a need to encourage patients to purchase their own BP machines, as they can now enter the results online, which are reviewed by a GP. Not only is this more convenient for patients, but reduces the need for a face-to-face consultation, as medication or treatment adjustments can still be actioned, although a GP may still wish to see a patient if necessary. Patients would be notified if this were the case. **PD** said that was alright for patients who are computer literate, which some patients 70+ years might not be. However, **MB** said a surprising number of patients in this category do, in fact, use online services, adding that they have 90 year olds doing it!

It was suggested that maybe help could be given to people who were finding it difficult to use online services. **Action:** Maybe this could be added to the AGM agenda. It would be an opportunity to gauge how people feel and discuss ways this could be achieved with possible help from PPG members.

The issue of waiting times for blood tests was brought up by **PD**. Buckinghamshire, Oxfordshire and Berks West Integrated Care System (BOB ICS) has commissioned testing to be carried out at West Berkshire Community Hospital (WBCH), therefore it is not commercially viable for Falkland Practice to pay someone to take bloods at the surgery.

Aside from the 2 month waiting time at WBCH, results will not automatically be electronically shared with your GP practice. Therefore, patients would need to follow up their results from wherever the sample was ordered. It shouldn't be assumed that their GP will have seen the results. **MB** said this was due to the complexity and sheer number of systems involved e.g. RBH has 300 systems and Falkland Practice has one which links to around 60 others.

**MB** discussed the benefits of opting-in to the shared care system.

### **Events:**

Falkland surgery is taking over the 5k Parkrun which will be held on 15<sup>th</sup> July at 9am at Greenham Common. It is a free weekly event to promote health and wellbeing and is open to people of all abilities.

It was decided not to commit to the Wash Common Community fete this September as it seems unlikely that there will be enough volunteers to organise the event and people it on the day.

**PD** suggested that it might be a benefit to have more formal advertising for future events e.g. a printed banner. **BB** said that such a banner would cost £68 and was reluctant to spend that much.

**MB** has offered the PPG the use of the practice's own gazebo for future events.

**'Flu clinics** will commence on 18<sup>th</sup> September at the Rugby Club. This will not be a drive-through. **MB** said it would be helpful to have volunteers to help.

### **AOB**

Reminder of AGM 13<sup>th</sup> November 2023. **Action: DMD** has emailed Karen and requested a room booking for 7pm.

**DMD** suggested that it might be of interest to have a talk from a Social Prescriber at the AGM, as many may not be acquainted with the role. **ACTION: MB** said this could be arranged and would look into it.

**Patient Panel PPG** focussed meeting on Thursday 29<sup>th</sup> June at 2pm (Zoom), to discuss shared experience of doing patient surveys.

**PPG Committee Meeting:** Will be held on Monday 4<sup>th</sup> September at 2:30pm.

Meeting closed at 3:45pm