

## **Patient Participation Group**

### **Minutes of Meeting – Tuesday 1<sup>st</sup> August**

#### **1. Welcome**

Attendees: Cheryl Fleetwood (CF) (Chair) Dr V Sharma (DVS)  
Mr Keith Mash (KM) Miss Kelly Barrow (KB) (Minutes)  
Mr Lionel Chandler (LC)  
Apologies: Mr Mohammed Raza (MR) Mr Mohinder Dhaliwal (MD)

The Minutes of the previous meeting of 6<sup>th</sup> June 2017 were approved.

#### **Matters Arising**

- LC asked DVS if she was aware of proposed 'super surgery' to be opened on Wexham Road. LC advised Sussex Place had applied for planning permission, as read in the Slough Observer. DVS was not aware of this newspaper article, but stated Alex Tilley had approached her for a meeting with Dr Sithirapathy and Dr Kumar regarding their plans for the forthcoming years. DVS and LC discussed whether this proposal would affect our practice and DVS reassured that it would not. If the proposition was made it would be discussed with the group before any decisions are made.

#### **2. Optimisation Incentive Scheme – Funds Available for Additional Practice Equipment.**

The practice is given a monetary incentive each year as a reward for meeting given prescribing indicators, such as decreasing the amount of antibiotics prescribed and reducing the amount of inhalers given etc. At the end of the year an audit is completed and lump sum is given to the practice to purchase new equipment. This year £4667 has been awarded to the practice.

The group discussed different items which have been considered as purchases for the practice. Firstly, a patient information screen for the waiting room which would assist GP's with calling patients to consulting rooms and displaying important information. The group was shown an example of the equipment from a supplier's website. This would incur a cost of approximately £2000 - £3000. KB advised there may also be a cheaper alternative by obtaining software to integrate the existing patient information television screen by obtaining new software from the supplier. KB has booked demonstration with rep for this. The second item suggested was a new ECG machine. DVS advised this would be a good investment for the practice as it will ensure we have the most up to date software which will provide the most accurate readings for patients. If we were to purchase a new ECG machine we would discard the old one, or as suggested by KM it could be part exchanged or sold independently to source some money back. Finally DVS advised the practice could reclaim costs for the telephone system from this sum.

The group discussed this at length and it was agreed that DVS should purchase the item she felt would most benefit the surgery, in which case a new ECG machine was indicated. If a new display screen for the waiting room could be sourced at a cheaper price then this could also be purchased.

### **3. The Proposal to Develop Integration of Primary and Community Services to Support Slough Communities (Steps to the Future)**

Further the last PPG meeting more information has come to light regarding this initiative. DVS advised there will be three or four hubs located at the following locations; The Centre on Farnham Road, Chalvey (KM advised that this was no longer a possibility as housing development has taken place on the site), Trelawney Avenue and Upton hospital which would be suitable to accommodate our patients. Of note, DVS advised the group the Walk in Centre at Upton Hospital would be operational for another year as the contract has been extended.

DVS discussed the 'Big Money' programme implemented by the NHS whereby £1.50 would be given to the practice for every patient registered, annually for the next two years. In order to be eligible for this money the surgery must have a minimum of 30,000 patients registered. Therefore DVS has decided to join forces with Farnham Road Practice which means the practice will receive these funds indirectly by means of services developed with Farnham Road. Their showcase of services is very substantial including three paramedics which the practice will have access to, however there will be a charge for this. CF asked what the practice will receive for the money generated by this union with Farnham Road, as they will have received our share yet we will still have to pay for services received. The group discussed this and agreed there needs to be full transparency from Farnham Road with regards to how the money is being used etc.

DVS informed the group that she has appointed a Practice Manager, Karen Washbourne who is an experienced manager and has experience of working with the CCG. Karen has been copied in to communications regarding the above matter and DVS will ask her to contact Farnham Road for a breakdown of how the money is being used and the benefits we will receive.

### **4. Talking Therapies Presentation**

DVS and KB informed the group that the practice has been approached by Talking Therapies who have offered to come and give a presentation about the service they offer and how it benefits patients. DVS suggested that we could have an open meeting and invite patients who could benefit from this information. The group agreed that they would be happy to attend this presentation on the given day when it is confirmed and that DVS should go ahead and contact the patients she has in mind to ask if they would be interested.

## **5. PPG Newsletter**

DVS and KB presented the proposed draft of the PPG newsletter to the group. The group agreed that they were happy with its content. It was suggested that we should add the appointment of Karen Washbourne, Practice Manager which was agreed and will be added by KB. Furthermore, It was suggested that the purchase of a new ECG machine could be added which was agreed and will be included in due course.

## **6. Locally Enhanced Services**

DVS asked the group about the PPG patient survey which took place in February this year. The results from the survey were discussed and DVS asked what action plan should be put in place to deal with any issues raised. The group agreed that the results were overall positive and no specific issues had been raised. Therefore the creation of the PPG Newsletter is satisfactory as a form of action plan as it will be used to address upcoming events and subjects that may be of interest to patient, hopefully maintaining the positive feedback received so far.

CF asked about the uptake of patient facing services which we offer, the group all agreed they had access and were able to use it.

## **Any Other Business**

- **Software for patient information screen.** KM suggested the rep from the display screen supplier may have some insight into an easier way to utilise our existing display screen, perhaps by providing alternative software.
- CF asked with regards to her suggested **captions** to be displayed on the patient information screen. KB advised that this was a work in progress and would be seeking assistance to make this happen.
- LC asked DVS if the surgery participated in a **Shingles vaccination** program, or if indeed such a program existed as he had seen information displayed at another site. DVS advised that we do provide the vaccine, but the eligibility for this is restricted to patients aged 70 or 79 only (DVS to check exact criteria). The vaccine is obtained directly from the NHS.
- **Staffing.** CF asked if the practice had retained its staff since the last meeting. DVS advised that we have indeed retained existing staff although sickness has been problematic. DVS advised the group that Janice (Clinical Pharmacist) has been of great benefit to the practice as she can provide medication reviews, medication changes, and services such as notifying patients of Vitamin D deficiency. In addition to this she can carry out health checks and clinical audits. She also takes on board drug alerts and carries out searches to identify patients they may affect. Janice works as part of the anticoagulation team at Amersham Hospital and is with us every Tuesday 9-5. DVS advised she may be setting up an INR clinic with Janice.
- We have added an **additional Nurse session** to Thursday afternoons.

**Next meeting – 5<sup>th</sup> September 1:30pm**