

# PPG Meeting 24<sup>th</sup> July 2024

## In Attendance

Julia Bliss, Ken Needham, Linda Green, Lynette , Alan, David Griffin and Michele.

**Apologies:** Jonathan Barker, Brian Weaver, Rob Wheatman, Sharon Brooker

## Minutes from 22<sup>nd</sup> May

Approved all actions completed

## Guest Speakers

Dr Juliet Zani who is the PPG lead for the practice gave an insight to her role as a GP and the challenges that are faced on a day-to-day basis. It was suggested that there may be tasks that could be taken on by practice colleagues and this was confirmed as being possible and happening with the caveat that patient responsibility remained with the GP so there were limitations to this. The group really appreciated the time that Dr Zani had taken to attend the meeting and asked that their thanks were passed on. Dr Zani confirmed that waiting times for referral appointments had increased which has resulted in the increased number of patients needing appointments between their referral and being seen by the hospital.

### **Action Point – David**

Simon Shaw from Healthwatch gave an overview of his role, which is to support PPGs across the area. The group were very keen to become more active and asked for examples of other groups activities, these included supporting the use of Blood Pressure Machines and Vaccination clinics and organising health talks to the community. The group asked for more information on these activities. Simon has also produced a newsletter for PPGs which he will pass on. Simon confirmed that the results from the GP Access Report project has been delayed but should be available shortly. Fiona Worby is the Lead for West Berks and Alice Kunjappy Clifton is the Lead for Wokingham & Reading

### **Action Point – David and Simon to liaise to provide information on activities**

**Simon to forward the newsletter**

## Practice Newsletter

David shared Rob's very enlightening proposal for the newsletter which the group were very impressed with. There was discussion concerning potential topics that could be covered and it was agreed that for the first edition photographs and information about the different roles within the practice could be explained. The inclusion of key statistics was also discussed and it was agreed that it was important to include the DNA (did not arrive) figures as they had impact on patients being able to get appointments. David explained that he had looked at several ways of making the newsletter accessible which included copies within the practice, online availability and hard copy delivery to local residents. There were limitations to emailing the newsletter due to Data Protection so whilst it would be good to have the newsletter available to all patients it

## **PPG Meeting 24<sup>th</sup> July 2024**

was unlikely that this could be achieved. To support this, it was suggested that 250 copies be printed and that the group would deliver these in their local areas. Alan keenly volunteered to deliver 100 copies on The Potteries.

### **Dr IQ app - update**

David confirmed that the app will not go live as anticipated as it was evident that an implementation process needed to be in place, however, once it was the practice would be used to trial the system, ideally before the end of the year.

### **Practice Update – David Griffin**

- There was a discussion around the 8.00am telephone call surge and how this was being managed. Some changes had been put in place for patients needing routine appointments whereby these are released on Thursdays after 10.00am for dates two weeks + in advance. Feedback from the group suggested that for patients it was a little confusing and appointments were being taken up very quickly. David confirmed that the practice was reviewing releasing more routine appointments when possible.
- In the National Patient survey, the practice came 2<sup>nd</sup> in the area and the group acknowledged the achievement of this.
- The check in desk is currently not working but a replacement has been ordered and should arrive soon.
- Flu season is looming and vaccinations will be available from the beginning of October
- COVID vaccinations will also be available from October and will be given at the Village Practice.
- 7% of the practice population are diabetic so this could be a good starting place for the health talks.

### **Family & Friends Feedback**

Overall valuable feedback with key comments about the availability of appointments.

### **AOB**

Lynette asked about aortic aneurism screening, David said it was delivered by Triple A Screening.

The PPG would like to invite a Paramedic to the next meeting, subject to their workload, as they would be very interested in learning more about their role.

Michele volunteered to record the minutes of meetings

### **Date of next meeting**

**18<sup>th</sup> September 18.30**