

Milman Road Health Centre – Patient Participation Group

Minutes of the Zoom PPG meeting held on Wednesday 27 October 2021 at 2pm.

Present: Christopher Mott [CM] (PPG Chair) Dr B Thava [BT]
Monica Morris [MM] (Secretary) Dr A Bindra [AB] Part
Paul Williams [PW] (Vice Chair) Anne-Marie Dykes [AD]
Yvonne Lawson [YL] Natasha Roxborough [NR]
Salma Tognarelli [ST] Dennis Wood [DW]
Helena Turner [HT] Kevin Boyle (observer) Part

Apologies: Jo Alexander-Jones, Gillian Tunley, Marie Panter & Pat Bunch

Welcome, Introductions & Apologies (Agenda item 1)

CM opened the meeting with a welcome to everyone, he then expressed thanks to PW for all his efforts at getting the meeting together and to the practice for allowing the time in their busy day.

Declarations of interests (Agenda item 2)

None.

Minutes of the meeting of 25 August 2021 (Agenda item 3)

The minutes of the 25 August 2021 had been circulated and accepted as a true record.

Matters arising: actions/updates (Agenda item 4)

Action log (47) Friends and Family, as most appointments are still being allocated on the day this is still not very accurate, the issue needs to be addressed and new methods are being explored.

Action log (20) The picture board has yet to be put in place, this needs to be addressed, there will always be staff coming and going.

Face to face appointments were being given when practical, **however as from today 27th October all patients who request one will be given a slot.**

Action log (55) No progress updating the out of date information about Kennet.

Action log (56) Communications with patients, PW and NR have worked together on information regarding the Booster Vaccination Clinic and the information which went out was more than adequate. This is just the start of the collaborative approach to patient communication.

Action log (57) Survey results from Kennet Surgery are not yet available due to pressure of work.

Action log (58) The letter has not gone out yet, this is because the Christchurch Road site remains closed, and shortage of admin staff (5) was causing the delay. The future of the branch surgery in Christchurch Road is now undecided and will be considered as part of future plans.

Merger with Kennet Surgery – How did it go Dr Bindra & Dr Thava (Agenda item 6)

Item 6 was taken out of order as Dr Bindra had to leave early. Dr Bindra said that an extra piece of information is now on the answering service stating that all Branch Surgery patients have full access to Milman Road services and Doctors. DW said that patients from Kennet had developed longstanding relationships with their GPs and nurses and wanted to know if it was possible to see a preferred practitioner, he was assured by Dr Bindra that that should be possible if the person was available. However, Dr Thava said that the future was very different, in general patients would see whoever was the duty doctor, the days of seeing a specific doctor were gone. But, as it is now possible to book an appointment with a doctor or nurse up to three weeks ahead it may be possible to choose who we see. Booking will be by 'phone or online. This will be monitored over a three week period to see how it goes.

Covid booster and Flu vaccination clinic(s) – Natasha Roxborough (Agenda item 5)

NR presented the approach taken to deliver Covid vaccination boosters and flu vaccinations for the PCN practices (Milman/Kennet, Abbey Medical and the Walk-in centre). She identified the cohorts to be vaccinated and the logistical/practical considerations which needed to be taken into account. Reading Voluntary Action had been engaged to help in the observation area, patient flow and marshalling duties.

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The outside arrangements need to be able to cope with inclement weather and the cold. Good telephony was needed and the need to balance with business as usual. This is a marathon over ten weeks and not a sprint.

PW reported that a letter (a co production between the practice and PPG) had been delivered to residents in Milman Road, Mitcham Close and Boult's Walk. While delivering the letter, PPG members had spoken to many residents. They explained how/when the clinic would be operating on Saturdays up to Christmas so that residents were aware of possible traffic problems. The first two weeks went well for residents but the third was not so good as greater numbers attended. Following discussions with NR, the numbers will be reduced for subsequent Saturdays. PPG members commented positively about the smooth vaccination process.

Communications with Patients – Newsletter and website (agenda item 7)

CM reminded the group that a meeting in 2018 it had been decided to have a quarterly Newsletter, and we are still waiting! AD said that hopefully the Communication Group would take this on board and work towards producing one. It was agreed that the working group should meet in January post the Covid/Flu clinics to define the communications strategy, roles and responsibilities, the vehicles for communication and the target audiences.

Business plan – Dr Thava (Agenda item 8)

Dr Thava said that the practice was just fire fighting at the moment and they had thought that Covid would be over by now. Consequently the Business Plan has been shelved for the moment. It is necessary to steady the boat as it was difficult to foresee the immediate future. He is now totally committed to the Practice and is not involved in any outside activities. He has made the staff and the infrastructure a priority. Morale is important as is staff recruitment (5 vacancies) and retention.

A new Nurse Practitioner, Ian Rimell, has been appointed and he is responsible for long term conditions. He will be working remotely from France for 3 weeks each month and 1 week will be in Practice for face to face follow up.

Integrated care is taking the place of the West Berkshire CCG. The practice has a good working relationship with them so the change will be smooth. Political edicts are very taxing and hard to take, NHS England is not always very sympathetic.

There has been a huge demographic change with the merger. Care packages are proving to be very helpful. Social prescribing is excellent. Patients with diabetes and mental health problems have increased. But, we are not engaging with a section of society who are reluctant to come forward for reasons of language, culture or fear.

PW said the group's terms of reference allowed it to be a forum for ideas on health promotion and self care. It was agreed that Social Prescriber should do a presentation at the next meeting.

Any Other Business (Agenda item 9)

None.

Date of Next Meeting (Agenda item 10)

PW and AD to arrange the date and time of the next meeting