



Wargrave Patient Participation Group

Notes from the Wargrave Patient Participation Group Meeting 6th December 2021 at 7.30pm at the Surgery

Present: Andy Ferguson, Sue Griffiths, Abigail Harling, Faye Hext, Aoife McDonogh, Tony Lloyd, Celia Reinbolt, Lisa Sayers, Lisa Voilet

Apologies: Jane Love, Barbara Sears, Judith Stephenson-Hodges, Kate Wilson

Topic	Action 😊	Date 🕒
<p>1. Welcome: Andy welcomed everyone and introduced Dr Faye Hext, Aoife McDonogh and two new 6th formers from the Piggott School, Abigail Harling and Lisa Voilet. A doctor will attend the PPG meetings going forward.</p>		
<p>2. Schools: Lisa S updated the meeting following the excellent work carried out by Lauren and Harry who produced the report and recommendations from the results of the mental health survey. The findings cannot be published further until agreed by the school and unfortunately there has been no response from Mr Dusterhoft, despite several attempts to contact him. Lisa has also contacted the Head Teacher of the school, Derren Gray, but there has been no further progress.</p> <p>The meeting agreed it was important to move things forward. The Local Authority should be made aware of the report and the findings will also impact other local schools. The Covid situation will not have helped mental health issues and one of the problems that came out of the survey was that students did not know the route to take within the school to get help. Lauren has produced an excellent flow chart showing local mental health services. Lisa S to send to Faye.</p> <p>Abigail and Lisa V will try and speak to Mr Dusterhoft and also to Mrs van den Berghen, Advice and Guidance Mentor at the school. Lisa S will contact the school again in January. The aim will be for a meeting to be set up at the school with Andy, Lisa S, Jim Kennedy, Abigail and Lisa V from the PPG.</p>	<p style="text-align: center;">Lisa S</p> <p style="text-align: center;">Abi & Lisa V</p> <p style="text-align: center;">Lisa S</p>	<p style="text-align: center;">By 10/12</p> <p style="text-align: center;">Before end of term</p> <p style="text-align: center;">Mid Jan 22</p>
<p>3. Health Seminars: Andy read out Barbara's report. The October seminar on Men's Health by Hugh Whitfield was well attended and very informative. The next seminar is on Monday 31st January 2022 and is entitled Passing Opportunities: three short talks on getting your affairs in order by local solicitor, Hilary Buckle, palliative care by Mark Puddy and planning a funeral service by Andy Ferguson. Copy has been passed to Jane Love for the December issues of the Wargrave News and Lych Gate.</p> <p>There are no further seminars planned. Barbara suggested future seminars should be agreed at least two months prior to the event in order to meet the local magazine deadlines for publication. She felt it was important for the</p>		

<p>doctors to advise on topics they would like to see covered. Barbara had received one suggestion from a patient for information on long term pain relief / control/management</p> <p>Andy asked those present for ideas for future seminars and suggestions included: information on the NHS App, breast cancer, a seminar directed at young people where they would have the opportunity to ask questions anonymously, population health management and how it will affect patients and various changes taking place in the surgery.</p> <p>Faye briefly explained some of these changes. With the arrival of the Omicron variant in the UK, the surgery will be tightening up on infection control. Patients with symptoms will be asked to take a PCR test before being seen by a doctor. It is most important that every patient attending the surgery wear a mask.</p> <p>The surgery has introduced new roles/staff: there is a pharmacy team, a physician's associate (supervised by a GP), a mental health practitioner who is a psychiatric nurse. Patients should be made aware of these new roles.</p> <p>Another change coming to the surgery is the EPS – Electronic Prescribing System which will be a time saver and see the paper prescription a thing of the past and allow patients greater flexibility to collect prescriptions.</p>		
<p>4. Chemists: Sue reported that previous problems at Lloyds seem to have settled down. Patients had previously voiced frustration at only receiving part of their prescriptions, or a delay in being able to pick them up. Barbara had noted that there had been some complaints at the sudden closure without notice of the chemist very recently and patients had been unable to pick up their prescriptions. Patients should be made aware that the surgery is not responsible for the problems at the chemist. Lloyds does have staffing issues.</p> <p>Sue also noted that the Twyford chemists are offering flu jabs and Covid boosters which she felt must take some pressure off the surgery. This coming Saturday 11th December the surgery is hoping to offer 1,000 Covid booster, so that everyone over 40 within the practice should have been invited. This will provide much needed protection for the Christmas season socialising. Uptake of the flu vaccination by the over 65s has been very good. Some under 65s may have gone to pharmacies as the vaccine supply has been slow in getting to surgeries.</p> <p>Faye reported that a Covid booster clinic will be put on for the 18 to mid-30s age group in the middle of January. By the end of January all over 18s will have been invited to attend.</p> <p>It was suggested that some school pupils were unwilling to have the Covid jab. They should be made aware that most hospitalisations are of people who have not been vaccinated or only had one dose. The PPG discussed that possibility of a doctor explaining the benefits of vaccination at a school assembly.</p>		
<p>5. PRG membership: Tony reported that membership was more or less stagnant currently, with a net total of only 22 new members since August. He had handed out 50 forms at a flu clinic but had received none back and no-one has ever signed up online. Aoife suggested that her husband try to do this as a test. It was confirmed that a PRG form is given to new patients by reception. New patients are perhaps unaware of the advantages of membership and more could be done to remedy this.</p>	Aoife	January

<p>6. Surveys: Tony has cancelled the subscription for Survey Monkey. It was only used once in the last year. He believes there is a strong case to see it used to gauge concerns within the community regarding Covid and the resulting isolation felt by many. It would also be beneficial to find out what patients feel about changes at the surgery. A free Survey Monkey form only offers a very limited number of questions.</p> <p>Lisa V suggested using a Google form as an alternative, the only requirement being a Google account.</p> <p>Faye was asked to suggest again that the PCN cover the subscription (£384 annually) as other local surgeries could take advantage of the subscription.</p>	Faye	January 2022
<p>7. RBH update: Tony reported that currently there were 46 patients with Covid, 4 in intensive care. All either unvaccinated or with just one dose. The hospital is being very vigilant regarding Omicron – there are no known cases at the moment. The percentage of vaccinated RBH staff is high compared to other hospitals. Emergency Department attendance has put huge pressure on the hospital. Much work is being done to resolve bottlenecks such as radiology and pathology.</p> <p>Tony reminded the group that the Bucks, Oxon and Berks West ICS would become a statutory body from April next year. There are 10 areas of transformation that the NHS are looking to progress nationally, e.g. expand the functions and uptake of the NHS app, transform support for independent living – hospital at home, an increase in diagnostic capability and increased use of AI.</p> <p>Tony also mentioned Getting It Right First Time (GIRFT), a national programme designed to improve the treatment and care of patients through in-depth review of services, benchmarking, and presenting a data-driven evidence base to support change. A GIRFT team visited the RBH recently to find out why the Coronavirus mortality statistics were so much better than the national average. The findings will be used to improve performance in future pandemic planning.</p> <p>The RBH is one of the 40 hospitals designated for a major re-building / improvement investment. No decisions have yet been made about the nature of the RBH development. A public consultation is currently taking place although the project is unlikely to start until 2025 at the earliest. The A&E department has been doubled in size as a result of recent investment including a new paediatric wing. Due to the poor state of the infrastructure, there has been some significant expenditure on urgent repairs.</p> <p>Work in the ICS is focused on 4 key service/operational areas to drive improvement through collaboration: Urgent and Emergency Care, Children and Adolescents’ Mental Health, Temporary Staffing, and Elective Care with Steve McManus as Chief Executive lead.</p>		
<p>8. Communications: Aoife will take over from Jane who is leaving the PPG and has done a great job producing newsletters for the Wargrave News and the Lych Gate. Andy suggested that Abi and Lisa V might like to work with Aoife and he will arrange a meeting in the new year.</p>		
<p>9. Date of next meeting: Late February or early March 2022 - TBC.</p>		