

**MINUTES of WARGRAVE SURGERY PPG MEETING
WEDNESDAY 4th MARCH 2020 at 1.00pm**

Attendance: Tom Berman (Chair) (TB), Dr Daniel Alton (DA), Josie Osborne (JO), Tony May (TM), Sue Griffiths (SG), Lisa Sayers (LS), Celia Reinbolt (Secretary) (CR),
Michaela Fernandez-Feliciano (MFF)

Apologies: Tony Lloyd (TL), Kate Wilson (KW), Jane Love (JL), Bethany Neall (BN), Grace Atkinson (GA),

1. Minutes of the last meeting (27/11/2019)

These were agreed.

2. Matters arising

Relevant matters were agenda items.

3. Berkshire Diabetic Eye Screening Programme

TB welcomed Michaela Fernandez-Feliciano and thanked her for taking the time to attend the meeting. The programme carries out diabetic retinopathy monitoring. There are 19 venues in Berkshire, all on public transport routes. A Friendly Neighbours charity provides a volunteer patient transport service. Locally, screening is carried out on an ad hoc basis at Twyford Surgery, usually a week at a time. JO mentioned that screening used to take place at Wargrave Surgery. There are other venues in Maidenhead, Reading and Bracknell. Patients attend a digital surveillance clinic and can be seen every 3 months.

At Wargrave Surgery there are currently 170 diabetic patients who have free annual checks. JO explained that patients with diabetes go on the diabetic register from the surgery and their details are picked up by the screening programme. Patients are then invited to an appointment within 3 months. They are given counselling and information. Images taken are graded and a referral letter sent to the patient and the GP with next actions.

In the last year 10 people from the surgery have been no-shows and 3 have missed three consecutive appointments. There is no cure for diabetic retinopathy, but preventative treatment is carried out in hospital. Degenerative sight problems can be slowed and even halted through treatment such as steroid injections and laser treatment. Health can also be improved through diet in Type 2 diabetes but regular screening should still be carried out. Unfortunately, some patients - particularly younger people - choose not to attend appointments or follow treatment. Some patients may be too frail or unwell to attend monitoring sessions.

TM asked if the surgery should be active in raising awareness and MFF distributed promotional literature to the committee. There is also information on websites: <https://www.nhs.uk/conditions/Diabetic-retinopathy/> and <https://www.diabetes.co.uk/diabetes-complications/diabetic-retinopathy.html>.

It was agreed that there would be an item on the Diabetic Eye Screening Programme in the next PPG newsletter.

4. Surgery Website – JO

TB informed the meeting that a number of requested amendments had been made to the PPG section - thanks to JO and her team. There were photos of two of the new doctors but still no details. Action needed. All agreed that the website was much improved. DA explained it is a federated website used by most local surgeries and only certain elements can be personalised by each practice.

5. Patient Panel Numbers – TB

TB circulated an update (from TL) and reported an increase in numbers between December and February. Current active membership: 1,880 (up from 1,844 in November). TM pointed out that although numbers had gone up since falling between September and November, they were still not as high as a year ago. JO reminded the meeting that the numbers reflect new patient registrations.

6. Piggott School Survey: follow up – LS/TB

Following the visit by TB and LS the school had appeared very keen to follow up on the report. However, LS had since emailed the two teachers most interested three times and received no response. It was agreed that LS should email them again within the next week and copy in the Head of 6th Form. The Wargrave GPs would be

happy for a doctor to visit the school to speak to staff and/or students. JO would be happy to contact the Head of the school directly. TB suggested that the Twyford and Henley surgeries may also be interested in liaising with the school. SG said that the school governors were aware of the report as were local clergy, the latter receiving input from the Diocese on mental health.

[On 4th March, coincident with this PPG meeting, one of the teachers emailed LS promising a future follow-up meeting.]

7. Lloyds Pharmacy – SG/JO/TB

SG and JO had met Matt Courtney-Smith and Jasdip Rehl on 3rd March. Jasdip is the qualified pharmacist manager for Lloyds covering three days a week. The remaining two days are covered by two other people. There is a locum rota for Saturdays. There has been a great deal of progress since the last meeting. Jasdip has been to a partners' meeting at the surgery and is going to do work experience in the surgery towards her Community Pharmacy Diploma at University of Bath. She has introduced a number of revised systems within Lloyds and communication between the Surgery and Lloyds is much improved. In particular, Lloyds have reinstated their monthly repeat prescription service (which had been stopped last September).

Jasdip has introduced several revised procedures in the Lloyds branch and plans to continue with this work to improve services to all patients, the surgery and for the local community. For example, patients can now sign up for a free text from Lloyds that lets them know their repeat prescription is ready for collection. In the event that this is not collected a reminder is also sent to the patient.

The surgery now gets Lloyds to sign for all of the individual repeat prescriptions when they are collected by Lloyds. This does seem to be improving communication. More importantly communication between doctors, the admin team and Lloyds is improving. Jasdip will be joining the partners' meeting once a month.

The pharmacy will offer batch processing but only with GPs' approval.

A review meeting with Lloyds is planned in September.

The committee agreed that an item would be included in the newsletter about improvements at the pharmacy and to encourage people back to Lloyds (some patients have moved to the online service or to other pharmacies).

8. Survey Monkey Funding – TB

JO had attended a PCN meeting. Funding for our Survey Monkey contract had been agreed, but still had to be signed off by the CCG. The current Survey Monkey contract ceases in October 2020 and TB commented that we really need the CCG to agree an annual renewal so that we – and all the other PPGs in the Wokingham Borough area – can continue to carry out patient surveys.

9. Primary Care Network - DA

There is a new contract for the future of the PCNs including significant expansion in staff in 2021 e.g. associates, pharmacists and technicians, dieticians, podiatrists and care co-ordinators. Clinical Directors will agree what is needed and where and surgeries can have input. Wargrave has no more physical space. There would be an added cost for extra IT equipment for such staff. There is a trend for surgeries to come together and community services to be mapped around this. TB questioned whether there was a budget for staff and would patients see any benefits in the short-term. JO gave a specific example of the fibromyalgia clinic in Woodley, which offers time-specific sessions (i.e.6 sessions). The CCG must approve each specific case to create a clinic. DA explained that there could be big changes soon with more streaming or triaging of problems to relieve pressure.

10. Flu/Coronavirus – Winter/Spring - DA

There has not been much flu this winter. The surgery has had briefings regarding the coronavirus similar to the information given to the public in the media. There is up to date information and advice on the home page of the surgery website.

11. PPG Newsletter – Spring 2020 - TB

It was agreed that TB and TL would draft a short newsletter as soon as possible, just including 4 items: Lloyds pharmacy update, coronavirus update, surgery IT system and the diabetic eye screening programme.

12. Date of Next Meeting

Wednesday 10th June 2020 at 1pm.

13. AOB

DA informed the meeting that the surgery, along with Twyford surgery and two Reading surgeries, would be moving their current computer system to a more widely used system, EMIS, in August. This will be funded by the CCG and an ex-practice manager will support JO. Admin staff will be trained on the new system from June. The surgery will advise patients about this and the change will also be covered in the newsletter. JO mentioned that patients using the online system at this time may be given extra medication to see them through the IT change. Patients will also have to re-register online after the change. JO informed the meeting that the surgery will also be updating its telephone system this spring before the IT changeover.

JL has asked that TB mention what good service she had received from the medical secretaries at the surgery recently.

She also questioned whether there were many millennials registered at the surgery going to A&E directly rather than the surgery. This was not felt to be the case in Wargrave.

TB mentioned a notice on the website about Dispensary staff illness earlier in the year – this can now be removed (JO).

TM said that the PPG noticeboard had out of date minutes. CR will make sure the board is updated with the Piggott Survey report, the last newsletter and the November 2019 and March 2020 minutes.

ACTIONS

LS	To seek a follow-up meeting with the Piggott School teachers in due course.
TB	To try to persuade the CCG to fund the Survey Monkey contract annually.
TB/TL	To draft a Spring Newsletter.
TB/SG/JO	To confirm a follow-up meeting with Lloyds.
JO	To arrange the removal of Dispensary staff illness item from the website, and for the addition of new GPs' details.