

**FARNHAM ROAD PRACTICE  
PATIENT PARTICIPATION GROUP MEETING**

**Tuesday 6<sup>th</sup> October 2015 – 2.00pm**

**Present:** Julia Hemphill, Christine Reid, Erica Kibble, Lorna Gittens, Anne Roberts, Dr Chris Morris, Dr Jas Deoray, Gary Edwards, Sue Lyall, Della Moran, Jenny Cream

**Chair:** Dr Jas Deoray

**1. Matters Arising**

- Healthwatch meetings started last Friday 2/10/15, they will be held bi-monthly. Healthwatch have arranged for Slough Practice Managers to meet Cerys from Healthwatch this month.
- Notice to be put up regarding Zero Tolerance, Gary to action.

**2. Weekes Drive**

Della Moran introduced herself to the group and outlined some of the changes that had been made at Weekes Drive including the introduction of new staff. Julia did ask if a bigger notice regarding the existence of the PPG could be put up to encourage more patients' interest. It was also mentioned that patients who did show an interest were left waiting for quite a long time before any contact was made. Jas explained this was usually because we waited for a few people to show interest before contacting them. It was suggested that maybe an acknowledgment letter could be sent in the first instance. Sue said she would speak to Michelle about this.

**3. Letter from Patient**

A letter from a patient which was relevant to the PPG was shared with the group. It was suggested this was taken away to read and digest and to return to meeting in December to discuss.

The subject of access to on-line website was brought up as it was felt some patients were unable to use this. Gary said that in order to access the on-line appts etc. we needed ID proof, for those patients who don't possess photo id, other proof is required (eg proof of address, birth certificate).

**4. Patient Access Terminals**

Gary reported Practice is just waiting for funds to come through to proceed.

**5. Staff Changes in the Practice**

Chris informed the group that Gary would be leaving the practice on 2<sup>nd</sup> November, 2015 and thanked him for his contribution to the Practice and the PPG meetings.

The practice has recruited a new GP, Dr Gopinath, who has started on 1<sup>st</sup> October 2015.

The practice have also recruited a Physician Associate, which is a new role here. They are specifically trained in this role to see patients under the supervision of GPs and will be receiving ongoing training. It is hoped this will help with the workload of GPs.

The practice have also recruited two pharmacists who will be helping with prescriptions queries and also reviewing Patients' medications, in the hope of cutting down on any unnecessary medications.

Four new receptionists have also been appointed.

Sharon, HCA has left and been replaced by Alison. Barbara, Practice Nurse, has now completed all her training and is now fully qualified.

## **6. Influenza Immunisation Campaign**

Chris asked if the PPG would be able to help in the promotion of the flu jab by encouraging patients to have it. If they could come in and speak to patients and if they agree to us quoting them that they encourage patients to have the jab. It was suggested a poster could be put up by the PPG saying "We've had ours, have you had yours". Any other ideas on how to promote this would be greatly appreciated.

Julia asked about the role of Navigators which has been set up at Farnham Road. Lorna explained they are available in reception for patients to collect leaflets or be pointed in the right direction for information on various topics. It seems to be very popular with patients.

## **7. Any Other Business**

Chris & Jas discussed the Junior Doctors Contract which has been in the news lately. Junior Doctors are being asked to work longer hours for less pay, it is feared this will result in a lot of junior doctors going abroad, which could result in a shortage here in the UK. Although most doctors do not do the job for the money, it's not fair to expect them to do more for less. Chris asked if the members would be willing to write to their local MP and also to Dr Jim O'Donnell, as head of the CCG to show their support of the doctors. Any other ideas on how to do this would also be greatly appreciated. Erica said she would look at "[38degrees.org.uk](http://38degrees.org.uk)" – a campaign website.

The Car Park was also discussed, once we have a definite quote on the cost of repair, the Insurance Company will give go-ahead for work to begin.

### **Next PPG Meetings**

Wed 16<sup>th</sup> December 2015 at 2pm – Farnham Road Surgery

Tues 9<sup>th</sup> February 2016 at 7pm – Weekes Drive Surgery

Wed 27<sup>th</sup> April 2016 at 2pm – Farnham Road Surgery

Tue 12<sup>th</sup> July 2016 at 7pm – Farnham Road Surgery

Wed 4<sup>th</sup> October 2016 at 2pm – Farnham Road Surgery

Tues 6<sup>th</sup> December 2016 at 7pm – Weekes Drive Surgery