

University Medical Group

PPG Meeting 11/6/26

Agenda

- Actions from last meeting
- Berkshire West Primary Care Alliance
- Friends and family results
- Updates
- Single Patient Record
- Introduction of the digital Respect form
- Questions and AOB

Actions from last meeting

- Investigate whether touch screen check in screen information can be improved.
- *Answer : not possible on this current system.*
- Signage to help direct patients to upstairs or downstairs –
- *Action: sign has been placed under the check in screen*
- PPG TOR link not working on website
- *Update : currently working*

Berkshire West Primary Care Alliance

- Formed in 2023
- Collaboration of 30 GP practices
- It is a Community Interest Company
- Projects so far:
 - Women's Hub
 - Urgent care centre at RBH
 - Home Visiting service
 - CVD outreach programme

Friends and Family

- Last 3 months average 93.23%. Very similar to previous 3 months.
- Positive feedback circulated to all staff
- Reduction in the number of negative comments regarding difficulties in making appointments.
- Zero negative comments received in May for 8am calling in.
- Continued low complaints and maintaining 4.4/5 stars on google reviews

Negative FFT comments

- Unhappy with online triage process – could not do the appointment offered and therefore had to start the process again
- Wanted a longer appointment time
- GPs running late (still a theme but less received)
- Lack of continuity – unable to see the same GP
- Long wait for pharmacy appointments

Updates (1)

- CGL (Drug and Alcohol Service) have started doing outreach clinics at the practice once a month
- Royal Berkshire Hospital community liver screening – several clinics scheduled at the practice for June for eligible patients. Liver screening and results in 20 minutes.

Updates (2)

- New triage form being implemented for patients who walk in to book an appointment as not enough privacy to ask patient questions at the front desk .
- Also reducing “ queue jumping” people waiting on the phones or who have submitted an on-line form

Staff updates

- 1 new phlebotomist and 1 new receptionist have joined
- Dr Klemm returning on 2/7 working 3 days a week
- Job advert out for 1 GP for 6 sessions

Priority 1 update:

Online Consultations

- Volume is now equivalent for a full GP appointment list each day but phone calls not less
- Education of patients – not to be used for urgent requests or multiple requests in one day – 1 issue per request only
- Urgent medical issues still need to phone us
- We have been monitoring medical requests but not admin requests. Now monitoring admin requests as well, would like more of those as keeps the phone lines free.

Update on ppriority 2: Using AI

- AI scribe for notes :
- Anima – not always quicker and used by 50% of the GPs . Technology is moving quickly , so waiting to test other providers
- Software for non-NHS work eg insurance reports – implemented and working well – time saving of up to 60%

Update on Priority 3: Clinical Leadership

- New leads being developed in:
- LD – Dr Beena Sarojini
- Mental Health – Dr Marco Ercole
- Diabetes – Dr Devesh Persaud
- ADHD – Dr Chris Callue
- B12 – Emily Coyne
- Frail Elderly – Dr Chris Callue
- Heart Failure – Dr Rich
- Adult safeguarding deputy- Dr Borishade

Update on Priority 4: Partner Transition for 3 partner to 2

- Dr Rashid and Johnston will be reducing clinical time to allow for extra partner responsibilities
- Support continues from practice manager , HR manager , outsourced finance manager support
- Partnership team workload will be reviewed in 12 months

Single Patient Record

- The Single Patient Record (SPR)
- Patients will view it through the NHS app.
- Healthcare professionals will be able to access patient information from one single place.
- Expected to come in 2028.

Introduction of digital ReSPECT forms

- What is it?
- The Recommended Summary Plan for Emergency Care and Treatment (ReSPECT) – records preference for emergency care and treatment including whether CPR should be attempted.
- Integrated within Graphnet Shared Care Record
- Streamlines the sharing of critical information between clinicians

PPG

- Feedback
- Any questions .