

PPG ZOOM MEETING AGENDA FOR MONDAY 21 MARCH 2022 @ 2.30 pm (SIGN IN AVAILABLE FROM 2.15 pm)

1. Welcome by Chair, Apologies from Viv, Beryl, Tania, Tina and Gill
2. Minutes of last meeting agreed. Dave advised the updates of the newsletter were complete and on the web site.
3. Practice update, telephony problems continue, Babel Voice engineers visited Monday and took away several issues, a couple of solutions have been suggested and there is more follow up to come.
 - a. It was asked if other surgeries suffered similar problems, Steve Samson from Healthwatch advised that in their practice research they performed involving 50+ practices some time back that many other surgeries were experiences similar problem whilst others seemed better.
 - b. A previously reported difficulty booking an appointment had been raised, Steph suggested it may be that the appointment system might not have been ready. The IT Administrator has been overloaded and there are plans to reduce her workload by removing some tasks to more appropriate resources. Patient Service Advisers (PSA's) are receiving update training.
 - c. Staffing Update, a new pharmacist, a mental health practitioner, two new supervisors and five PSA have joined. One PSA has retired and another is training to be a nurse associate.
 - d. Steph was sending an email response to the covid vaccination question.
 - e. Steph advised that a new more friendly electronic appointment system, Klinik, investigated by Dr Cran was to replace econsult. Klinik is in use by other practices including Forest Health. It is envisaged the changeover will occur June earliest. Ken sent an email for the Klinik web site. It is hoped a representative will attend the April PPG meeting.
 - f. Steph advised that there will be some PSA training on a new template to complete when booking an appointment which will be passed to the GP, duty doctor.

- g. Steph advised they were providing cold water cooler facilities and personalized water bottles to staff as part of the “well being for staff” improvements. She also advised there will be a future team building event from a company called “Art of Brilliant”
 - h. There was a short discussion on telephone contacts after suffering covid, some are genuine follow ups by Health professionals but there is also reports of fraudulent contacts trying to scam users
4. Welcome to Steve Samson, Bracknell Healthwatch. Steve described the function and structure of Healthwatch and will forward the presentation that eluded us during the meeting. Steve was invited to the April meeting to listen to the update on Klinik.
 5. Agreement of March Newsletter
 6. Dave raised the video link provided in an email by Tania regarding covid vaccine and menopausal side effects.
 7. Date and time of next meeting 2:30 April 25th.

GROUP NEWSLETTER PROGRAMME 2022/3

| QUARTER | COMMENTS ON DRAFT TO VIV OR BERYL BY: | FORMAL APPROVAL/ PUBLICATION |
|------------------------|--|---------------------------------|
| SPRING (March 2022) | 14 March 2022 | 21 March 2022 |
| SUMMER (June 2022) | 10 June 2022 | 27 June 2022 |
| WINTER (December 2022) | 9 December 2022 | 19 December 2022 |