

New Wokingham Road Surgery Patient Participation Group

Minutes of the Meeting held on 19th August 2022 at 9.30am

Present:

Andy Wells-King (AW-K) - Chairman

Garry Curran (GC)

Brenda Metcalf (BM)

Mary Twomy (MT) - Treasurer

Noel Twomy (NT)

Jasmin Bushnell (JB) – Secretary

1. **Apologies:** Laura Dalwood, Sheila Dinan, Sue Honey, Judy O'Regan and Rhona Stainthorp.
2. **Minutes of the Meeting:** - 20th May 2022 were approved.
3. **Matters Arising:** None.
4. **Treasurer's Report:** The £100 has now been returned from the Morgan Centre. MT has in hand £38.05 from walks and a further £41.50 passed on to her today from AW-K for walks she has been unable to attend. A further £100 has been paid to MCMC making our total donation to them £2400. There is a balance of £165.84 in the account. MT said she would be able to send another £100 to MCMC soon.
5. **Update from the PPG Forum:** Nothing to report.
6. **Flu and Covid Vaccination Dates:** Not known at present. JB will email Laura asking when they are planning for and to let us know if they need help. **Action JB**
7. **Information from the Practice:** Billie Flint has been a receptionist for just over a year and is leaving at the end of August.

The Surgery is now looking to recruit two new receptionists. The Job has been advertised and interviews commence next week.

Call volumes - In May 2022 there were 5300 inbound calls with an average queue time of 2 mins and 43 secs .In June 2022 there were 4944 inbound calls with an average queue time of 2 mins and 38 secs. In July 2022 there were 5064 inbound calls with an average queue time of 2 mins and 4 secs.

8634 patients are now registered with New Wokingham Road surgery.

Doors opening update – doors are now fully open and face masks are optional for patients, unless they have any Covid symptoms. All clinicians within the surgery are still choosing to wear face masks.

Primary Care Networks update – On 1st October we can expect more changes to accessing primary care with additional enhanced hours, six days a week and access until 8pm. Since the inception of PCN's, our Practice has been combined with Wokingham Medical Centre and Woosehill Practices. Each PCN has to meet patient number criteria to qualify for registration. We, along with Woosehill Practice, will now meet the criteria without Wokingham Medical Centre, so we will peel away and form our own PCN – NWR and Woosehill only. There are no guidelines yet on how we need to provide additional enhanced access but we will be able to do so in combination with Woosehill and so share the load between us. It may be that telephone/video consultations can be used as opposed to face to face. We await further information.

Lastly everyone at New Wokingham Road Surgery would like to thank Noel and Mary for holding the PPG at their home and everyone for their continued support.

8. **AGM:** Wednesday 12th October at 7.30pm at the RBL Club Crowthorne. Agenda Items must be received 4 weeks prior to this date. AW-K will compile a report and MT will report on accounts for the year. It was agreed to ask Laura if the surgery would advertise the AGM on the Surgery notice board and on their website as they have done in the past. In addition the notices should also include an invitation to any patients who wish to stand on the PPG to come forward. It was agreed not necessary to advertise on Facebook. JB will email Laura. JB will also email all current PPG members to ask if they are willing to stand for another year.

Action AW-K/MT/JB

AW-K wanted to ask Laura whether she has spoken to the Partners about a subject to run another Event in the future, although he was keen for someone else to take over the Project. JB will add this query to the email re the AGM.

Action JB

9. **Any Other Business:** GC asked if anyone knew of any patients having issues needing ambulances. No one knew of any.
GC also informed the meeting that he would be out of action during November and December.
10. **Date of Next Meeting:** The next Meeting will be on Wednesday 12th October 2022 immediately following the AGM.