

**Minutes of the Meeting of New Wokingham Rd Surgery Patient Participation  
Group - 24<sup>th</sup> July 2015**

Present: Andy Wells-King  
Eleanor London  
Jane Currie  
Brenda Metcalfe  
Judy O'Regan  
Brian O'Regan

1. Apologies

There were no apologies

2. Minutes of the meeting held on 15<sup>th</sup> May 2015

The minutes of this meeting were approved

3. Constitution

The original Constitution was amended and agreed to take account of changes made since the group began. Eleanor will distribute the amended version to all members.

**EL**

4. Family and Friends Test

Responses to the Family and Friends Test were detailed in the most recent Practice Newsletter. Updates on comments were provided as follows:-

- JC reported that NHS England may be providing TVs to all practices to enable information to be relayed in waiting rooms. Further details are awaited
- JC reported that a plastic sheet had been installed at the end of the reception desk to try and improve privacy between reception and the waiting room
- On the matter of equipment and appearance of the practice JC stated that the practice is allocating resources to make improvements e.g. with external painting. Work is ongoing to rationalise the leaflet displays. All toys have been removed from the waiting area on the advice of a recent Control of Infection audit.
- Pensioners' check-ups; JC reported that the practice does not provide these as routine but anyone with concerns can ask for one. It was also reported that the pharmacist on Duke's Ride will carry out checks.
- Access to NHS Facilities: AW-K reported that on a recent visit to Heath Hill Rd Surgery he had noticed a poster from Healthwatch detailing how to access NHS facilities, e.g. out of hours. He will investigate to see if one can be provided for this surgery
- Appointments: JC reported that appointments can be made up to a month in advance. The practice provides extended opening on 2 evenings a month and 2 Saturday mornings.

- JC stated that Dr Evans is looking at improving phone systems. The practice is also investigating providing appointments for people to speak to a doctor by phone

Patients' comments from June and July will be sent out to the group and Jane will place a copy of each month's results in a folder in the waiting room **JC**

5. Patients Reference Group

In an effort to increase the numbers of people on the PRG, used for surveys, new patients will be given information about the PRG and will be invited to join. JC will also put information in the waiting area, and BM will put a post on one of the Crowthorne Facebook pages. **JC/BM**

6. Wokingham PPG Forum

The next forum meeting is on 3<sup>rd</sup> September. EL will attend in place of AW-K. Andy will forward details to EL **EL/AW-K**

7. CQC Inspection

All local CQC Inspections have to take place by March 2016. This practice may be inspected in September. Members of this group will be available if any of the Inspection team wishes to meet us.

8. New Website

JC reported that the new practice website will be introduced very shortly.

9. Automatic Doors

JC reported that automatic entrance doors will be installed on the weekend of 1/2 August

10. On-line Booking

It was noted that the on-line booking system is very limited at present due to constraints within the system.

11. Fundraising

Judy reported that so far this year over £700 has been raised through walks and book sales

12. Contact Details

EL will update and distribute the contact details list **EL**

13. Flu Jabs

JC will notify us as soon as Flu Jab Clinic dates are finalised for October **JC**

14.

The next meeting will be held on Friday 23<sup>rd</sup> October at 9.30 am

EL 5<sup>th</sup> August 2015