

**New Wokingham Road Surgery Patient Participation Group
Minutes of the Meeting held on 3rd November 2017**

Present

Andy Wells-King
Brian O'Regan
Judy O'Regan
Brenda Metcalf
Sue Honey
Jane Kirkwood
Dani Wheeler

1. Apologies
Apologies were received from Mary and Noel Twomey
2. Minutes of the Meeting held on 18th August 2017 were approved.
3. Matter Arising
There is sanitising gel available at both doors for patient and visitor use.
4. Treasurer's Report
£100 had been sent to My Cancer My Choices early October and another £100 will be sent very soon. £800 donated so far.
5. Friends and Family Test
Test results for August showed one extremely unlikely to recommend, but nobody had made a complaint. The comments left were all very positive. September comments were also very positive with no adverse feedback.
6. Joint Venture Review
The next meeting is on 15th November. Hopefully there will be attendees from both Bracknell and Wokingham Healthwatch groups. It is planned that the evening will be held in September 18, and the topic, Mental Health.
7. Update on PPG Forum
AWK will distribute minutes when they are available.
8. RBH Trust Membership
RBH is hoping to recruit more members to their Trust. There are open days, a magazine and other opportunities to become involved. An email will be sent to members of the PRG to see if they would like to join, which AWK will forward to JK for distribution. Frimley Park Trust operate a similar scheme and BOR will send details to AWK.
9. NHS England Consultation on items which should not be routinely prescribed in Primary Care.
BM apologised as the Agenda item title was incorrect. People were asked to comment on cheaper drugs not being prescribed as they could be purchased over the counter very easily. AWK had replied and recommended that GPs should treat each case individually as some elderly or infirm patients may not be able, mobile enough, or even remember, to purchase these themselves.

10. Flu Clinics
Both flu clinics ran smoothly although the sweets were missed!
11. Patients' Christmas Party – 30th November 2017
Guest list will be emailed to committee. JOB will phone once we have an idea who is attending to arrange transportation etc. BM will purchase food, drink and tableware.
12. Practice Newsletter
The next newsletter is in hand. If possible, it will go on Social Media to reach a larger proportion of patients.
13. Information from the Practice
A new receptionist, Chelsie, started in September

Becky, practice nurse, returned from maternity leave at the beginning of November.

Fiona is now taking nurse and nurse practitioner clinics.

A new phone message is being recorded by Dr Evans to explain why triage is being used. Hopefully this will reduce abuse from patients. Reception is getting increasingly busier.

'Footfall' is being delayed as there are funding issues by NHS England. It will be compulsory.

Project HERE (Workflow Optimisation Project) is a new concept to utilise the skills of Clinical Personal Assistants to support practices with administration workload reduction and joint collaborative working on joint projects. DW will be taking on this 'Project' and will undergo intensive training to read, code and action incoming clinical correspondence safely and accurately. The aim is for up to 80% of patient correspondence to be completed without input from the GP.

CHASC Team is part of a new Anticipatory Care enhanced service (Community Health & Social Care Teams). Patients with more than three non elective admissions to hospital will be monitored.

Jo, the diabetic nurse, will either be leaving at the end of the year, or reduce her hours to only working Saturdays.

14. Any Other Business
Could the new committee members please have name badges? DW/JK
Patients can now join this Surgery from adjoining practices.
There are currently 7200 patients registered at this surgery.
15. Date of next meeting
The next meeting will be held on Friday 16th February 2018 at 9.30am.
Meeting closed at 11.05.