

**New Wokingham Rd Surgery Patient Participation Group
Minutes of the Meeting held on 22nd January 2016**

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

1. Apologies

Apologies were received from Brenda Metcalfe

2. Minutes of the Meeting held on 23rd October 2015

These minutes were approved as a correct record

3. PPG Forum Update

Andy reported on matters from the PPG Forum:-

- Tony Lloyd has now been elected as Chair
 - The Hospital at Home project has been abandoned due to lack of referrals from medical staff.
 - The CCG is now trialling the use of care homes as an alternative
 - A trial is also underway to use the Fire Service for 999 ambulance calls as First Responders
 - Information leaflets on SEAP, the advocacy and support service for health complaints, had been distributed. These will be put on the PPG notice board and on the information table in the surgery
- AW-K, JC

4. Friends and Family Test

This will now be a standing item on the agenda. It was noted that results from December are very good. Recurring themes for comment are car parking, provision of magazines and privacy in the waiting area. The latter is considered the most urgent, and Jane reported that bids are being prepared for the CCG Transformation Fund to look at partitioning, improvements to parking and improved telephone systems.

It was also noted that results from November need circulating

JC

In discussions it was agreed that these surveys are a useful source of feedback, and the group would be pleased if the practice continued with the surveys even if they were phased out as a national requirement.

Results from October were briefly discussed. Jane reported that Dr Oakley is liaising with the CCG regarding support for mental health services for children and young people. The matter of accessibility to blood tests was raised but Jane was not aware of any current problems. Jane will also do a Friends and Family Update Newsletter to display in the waiting area.

JC

Andy also reported that the PPG Forum had looked at a recent IPSOS/Mori survey on access to appointments, and this surgery had scored very highly.

5. Joint Venture with Heath Hill Rd Surgery

Andy reported that the Morgan Centre is now booked for 21st April, starting at 7.00p.m, and the theme will be "Right Care, Right Place".

Speakers will include Dr Ed Harrison, Mark Sanders from Healthwatch, and Sally Brittan from Frimley. The event will be chaired by Mark Sanders.

There will also be some stalls and exhibitions, including First Responders, Healthwatch, Dementia care, Street Doctors and PPGs.

Advertisements will be prepared for Crowthorne Eye, Eventbrite, and the WLCV Facebook site. Insurance costs will be covered by the CCG.

Jane will investigate whether text alerts could be issued by the surgery. JC

Andy asked for PPG members to be available to man the stall ALL

A form will also be available for people to join the Patient Reference Group

6. Extended Hours Review

Jane Currie outlined the measures being taken in the practice to offer Extended Hours appointments, and Systems Resilience extra appointments introduced for the winter months to relieve pressure on A&E Depts. The Group discussed these arrangements in detail and noted that:-

- On 1 September 2015, the practice introduced Extended Hours to Tuesday & Thursday evenings and 2 Saturday mornings a month. Efforts were made to publicise extended hours (and additional same day appointments) via social media, practice leaflet, newsletters and via reception staff.
- The additional same day appointments had been carefully scheduled to fit in with peaks in A&E admissions, i.e. mainly Monday and Friday, but with some appointments spread throughout the week. There was a regular review of patients on the "avoiding unplanned admissions " register by the joint working team which included doctors, district nurses and other clinicians
- The "Friends and Family" test results, which are reviewed regularly by the PPG, showed no evidence of any accessibility issues regarding appointments and this is also backed up by a recent Ipsos/Mori poll which showed that the practice is one of the best performing in the CCG area.
- The Group therefore considers that the efforts of the practice to extend hours are excellent, and in particular noted that appointments have been scheduled to coincide with known pressure points in A&E, in accordance with guidelines for systems resilience.

7. Edgbarrow Sports Centre

Judy distributed a briefing note she had prepared regarding the possibility that Edgbarrow Sports Centre may be closed so that the school can use the building. The Centre is used by many local residents and many elderly people, and is also used as a GP Exercise Referral centre.

After discussion it was agreed that Jane will try and establish how many patients of the surgery have been referred for exercise, and Eleanor will write to Bracknell Forest Council on behalf of the PPG expressing concern, once we know how many people have been referred. JC/EL

8. Missed Appointments

Brenda had asked if the surgery was aware of why so many people missed their appointments. Jane stated that follow-up letters are sent after 2 missed ones but the reasons could be many and varied. It was suggested that the practice might look into stating the cost of each missed appointment when text reminders are sent, as a national pilot project had suggested that this could reduce numbers. JC

9. Christmas Party

The Christmas Party for patients had gone well. With about 8 or 9 people attending

10. Walk Update

There are now more than 20 people participating in the walks, and there had been a very successful Christmas lunch held at South Hill Park.

11. Treasurer's Report

Judy reported that over £1000 had now been paid to the Hearing Dogs Charity, and there was £22.30 in the charity account at present. It was agreed that at the next meeting we will consider which charity should be chosen for the next round of fund-raising. EL

12. Date of Next Meeting

The next meeting will be held on Friday 18th March