

**New Wokingham Road Surgery Patient Participation Group
Minutes of the Meeting held on 16th February 2018**

Present

Andy Wells-King
Brian O'Regan
Judy O'Regan
Brenda Metcalf
Sue Honey
Dani Wheeler
Noel Twomey
Mary Twomey

1. Apologies
Apologies were received from Jane Kirkwood.
2. Minutes of the Meeting held on 3rd November 2017 were approved.
3. Matter Arising
There were no matters arising.
4. Treasurer's Report
A total of £1000 has now been sent to My Cancer My Choices which is absolutely brilliant. Judy has had issues with the bank, but hopefully this has been resolved.
5. Friends and Family Test
Test results for October were 82%, November 53%, December 100% and January 72%. Again, no adverse comments, so whatever is upsetting people is not being reported. All comments were very complimentary with one suggestion of coat hooks which is not practical for security reasons.
6. Joint Venture Review
Speakers will be Crisis Cafe, Sport in Mind, both 10 minutes, and Brighter Berkshire, 20 minutes. Various organisations will have stalls. Bracknell and Wokingham Healthwatch representatives will be approaching people to attend. SH is doing the posters. Richard Price (HHRd PPG) has been unable to persuade Wellington College to provide accommodation for free or at a discounted rate. AW-K will contact the Morgan Centre and see what dates are available in September. Capacity maximum 140 people.
7. Update on PPG Forum
The meeting held on the 22nd Jan was attended by Steve McManus, Chief Executive of RBH, who gave a presentation on various aspects of the RBH. A copy of the minutes, including his presentation, had been emailed to all committee members. Funding for Survey Monkey is being withdrawn, so surgeries will have to decide whether to fund this themselves or build up their own reference group and submit their own surveys. If NHS England also withdraw Friends and Family surveys this would be a way of keeping track of patient satisfaction.
8. Review of Christmas Party
There was a miscommunication regarding collection of one lady. Apart from this the party was very successful with everyone joining in wholeheartedly.

9. Information from the Practice

- Receptionist Chelsie has left and Jess started on 12th February
- JK has changed her hours to ensure better cover.
- Reception is busier than usual. Unfortunately abuse from patients continues.
- Footfall implementation is finally being implemented soon. This will be a federate model with other surgeries in the Wokingham area, but each surgery can customise their own website.
- Please look at Swallowfield Medical Practice website who already have Footfall to familiarise.
- Once we are in the pilot phase we would like the PPG help to test the website and when we're ready to go live, it would be great if the PPG could help spread the word to patients.
- Project HERE (Workflow Optimisation Project) – new concept to utilise the skills of Clinical Personal Assistants to support practices with administration workload reduction and joint collaborative working on joint projects.
- JK and DW have now attended the Engagement Workshop and Dr Evans and JK have attended the GP Lead Workshop. DW will soon complete online training modules. JK is sending a short explanatory video to staff and PPG.
- CHASC MDT meetings – feedback so far is that they are working well.
- Wokingham CCG had their annual visit in January 18 to touch base/discuss feedback.
- Name badges ordered for MT and NT in PPG tray.

10. Enhanced Access CES

The surgery has requested closure of books as they were not allowed to close just to Heath Hill Road patients. No information available as yet.

11. Any Other Business

Extended hours – these are Tues/Thurs/Sat and are working well. As the year's allocation (5 hours per week) will have been used up by March, March's surgeries will be held by a nurse.

The new 111 appointment booking system, as advised by Mark Sanders (Bracknell Healthwatch), was discussed. DW was not aware that the system was being changed in April/May.

Travel vaccinations – The process of booking appointments for travel vaccinations was discussed. It is stated on the website that there is an alternative to surgeries that is quite straightforward as NT and MT discovered.

Patients should be aware of our PPG through the website and the notice board in the surgery.

SH will be raising funds for our My Cancer My Choices. Donations welcome.

12. Date of next meeting - The next meeting will be held on Friday 27th April 2018

Meeting closed at 11.05

