

**New Wokingham Road Surgery Patient Participation Group
Minutes of the Meeting held on 27th April 2018**

Present

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

1. Apologies
Apologies received from Dani Wheeler.
2. Minutes of the Meeting held on 16th February were approved.
3. Matter Arising
There were no matters arising.
4. Treasurer's Report
A total of £1200 has now been sent to My Cancer My Choices. JO had circulated the treasurer's statement . A big thank you to SH who raised £75 towards MCMC by participating in Motivational March .
5. Friends and Family Test
Test results for February and March again had no adverse comments. Again, no explanation for the 'unlikely' result.
6. Joint Venture Update – Meeting 27th September 2018 - Emotional Wellbeing and You
The next meeting is in May when it is hoped that Mark Sanders will confirm he has booked the speakers he agreed to contact. Anne-Marie Garland from Wellbeing Action is confirmed as a speaker. Hopefully Healthwatch Wokingham will cover the insurance, as they did last year. There is an article going in the next Crowthorne Eye, and AW and SH will be liaising with regard to posters that will be distributed in July.
7. Update from PPG Forum
The future of the PPG Forum is in doubt unless Tony Lloyd agrees to stand as Chair again.

Wokingham Medical Centre PPG has been closed. They received a letter saying they were 'no longer fit for purpose'. The centre will be joining another practice and are part of the Mondeal super practice group.
8. Information from the Practice
 - Maxine starting on 8th May, 10 hours per week
 - 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. DDW and JK have now attended all workshops and Dr Evans and JK have attended the GP Lead Workshop

The system, which went live at the beginning of March 18, is working well and DW is coding more than is expected after 6 weeks.

- Social Media – DW's new role is too time consuming for her to keep up to date with social media, so this role will be passed to another member of the team.
- Triage system – Dr Evans has recorded a new message on the phone to direct callers to the correct appointment. A new phone system has been purchased as the previous one was very old and 'died' suddenly.
- It is the time of year when surgeries are offered specifications for Enhanced Services. The usual have been signed up.
- CHASC MDT meetings – the feedback is that these are working well. These are meetings where vulnerable, long term patients are discussed with other agencies to ensure their needs are fully met.
- Footfall – no progress. Still waiting to hear next steps.
- New TIPS dates have been announced and are on our website. Dates are decided by CCG.
- There was discussion regarding extended hours. It is not thought necessary at the moment.
- Permission to close the books was not granted.

9. Triage system – Already covered in JK report.

10. Booking appointments online

Dr Buttner is the only doctor to have appointments available online. It was suggested that it might be better to have a different doctor for each appointment slot to give more of a choice.

11. Any Other Business

Receipt for NAPP membership given to JK.

There are no plans to repair the outer door. It is not covered under guarantee.

12. Date of next meeting - The next meeting will be held on Friday 27th July 2018. The AGM will be held at 09.30 prior to the committee meeting.

BM

15th May 2018