

## New Wokingham Road Surgery Patient Participation Group

### Minutes of the Meeting held on 13<sup>th</sup> January 2023 at 9.30am

#### Present:

Andy Wells-King (AW-K) – Chairman  
David Broderick (DB)  
Sue Honey (SH)  
Mary Twomey (MT) – Treasurer  
Jasmin Bushnell (JB) – Secretary  
Laura Dalwood (LD)

Sally Abbott (SA)  
Garry Curran (GC)  
Brenda Metcalf (BM)  
Noel Twomey (NT)  
Sheila Dinan (SD)

1. **Apologies:** Judy O'Regan and Rhona Stainthorp.
2. **Minutes of the Meeting:** - Wednesday 12<sup>th</sup> October 2022 were approved.
3. **Matters Arising:** There were none.
4. **Treasurer's Report:** Currently there is £201.34 in the bank, with £20 cash to pay in. We have now sent a total of £2500 to MCMC. Mandy Barter at MCMC has requested a photograph of our Group and a few paragraphs on how we raise our money. **Action AW-K**

#### 5. **Update from the PPG Forum:**

*An email from Tony Lloyd, PPG forum chair to AW-K*

We haven't had an area forum meeting now for nearly 12 months. One of the main reasons why I have not called one is that my main NHS contacts, Dr Debbie Milligan and Wendy Bower are no longer in the same posts as they were in the past and no alternatives have been offered. I am however prepared to approach Dr Amit Sharma and some of the other PCN leads to have another meeting and I would like to ask you for your advice on agenda items. From my own point of view key issues might be:

1. PCN strategy and funding
2. Recruitment and retention
3. Prioritisation of patient appointments
4. 111
5. Self medication
6. Virtual appointments

The list goes on but these are issues covered, to some extent, at our recent PPG meeting. In the background, I and other PPG leads across Oxfordshire and Buckinghamshire are trying to raise the profile and potential value of PPGs in the patient engagement strategies of the ICS. The issues relating to variability in PPG effectiveness and accessibility appear to be typical across the entire ICS.

Tony also went on to advise there were two (Wokingham Residents) vacancies for Governors at the RBH.

6. **Flu clinic Feedback: See Item 8:**
7. **Sherry and Mince Pie feedback:** Well received! Thanks to everyone who attended.
8. **Information from the Practice-** including Flu Clinic update.
  - **New Starters**
  - Two new fully trained receptionists - Rachel Legg and Sue Dyes.
  - Amy Tansley - our new resident Paramedic.
  - Returned – Margaret Kenwick (Nurse)
  - Starting soon – Sarah Hill (Receptionist/Admin)
  - MIND Wellbeing Primary Care Worker - Katie Stone
  - MIND Physical Health & Wellbeing Worker – Sarah Degeorgio – Will be looking after our patients (SMI) Serious Mental Illness Health checks
  - **Wellbeing service** – Shared service with other Crowthorne/Wokingham Surgeries delivered through Mind in Berkshire; Katie Stone (Primary Care Wellbeing Worker). The service is for anyone 18 years + and looking for support with mild-moderate mental health or wellbeing concerns and offers up to 6 person-centered 1-1 wellbeing sessions.  
They accept referrals from the surgery or self-referrals via this link: <https://services.thejoyapp.com/en/listings/489-wokingham-wellbeing-service>
  - **Call volumes**
  - In August 2022 we had 5267 inbound calls with an average queue time of 3 mins and 8 secs
  - In September 2022 we had 5553 inbound calls with an average queue time of 3 mins and 7 secs
  - In October 2022 we had 6392 inbound calls with an average queue time of 3 mins and 7 secs
  - In November 2022 we had 5890 inbound calls with an average queue time of 3 mins and 11 secs
  - In December 2022 we had 5737 inbound calls with an average queue time of 4 mins and 24 secs.
  - **Flu vaccination numbers**
  - Over 65 – 1139
  - 50-64 - 1322
  - 18-64 at risk – 1068
  - Under 18 at risk – 88
  - 2-3 yr olds – 183
  - Total of 3800 flu vaccines given so far. We have now run out of under 65 flu vaccines but still have some over 65 flu vaccines (if you know of any patients who still require this please let us know and we will book them in).
  - **Current patient list size**  
8739 patients are now registered with New Wokingham Road Surgery.

**Surgery opening hours** - update – The surgery now offers extended opening hours shared with Woosehill Surgery. Currently we run extended services Mondays (5pm-8pm) Tuesday (6.30pm – 8pm) Wednesday (7am-8am) Thursday (7am-8am) Friday (6.30pm-8pm) Saturdays (8am – 1pm).

***In response to email from GC. Replies from Dr Evans, Dr Bishop and Susan Vickers:***

With all the publicity about the NHS having delivery problems could we perhaps have a view from the practice of: How they think they are delivering on their responsibilities e.g. Waiting times for appointments, proportion of face to face vs telephone appointments, views on what they believe are their biggest current challenges.

*We have a constant focus on accessibility, and we are monitored on what percentage of patients can be seen in less than 2 weeks - I think our results here are very good and we will endeavour to see urgent issues on the day or within a few days based on clinical need.*

What the biggest issues accessing care are for our patients e.g. from local hospitals and other care providers including mental health support services.

*There are long waiting lists from all NHS providers for outpatient appointments and diagnostics. We do not think there is anything we can do about this, but it is a constant frustration - routine ultrasound scan waits (non-obstetric) are approx. 16 weeks wait.*

*GPs still do not have any access to direct CT or MRI scans at all. All patients who might need these tests need to be referred to a whole variety of specialists leading to significant delays.*

*2week rule referrals for suspected cancer do continue to work quite well in most cases*

As an output we could perhaps discuss what if anything we could do about communicating how well the practice is doing and being served or at least if all is not well how the practice is setting expectations for patients on what they should expect when presenting with major health issues.

*There are ongoing challenges to meet demand for appointments - the surgery has an ongoing 4-5% increase in list size year on year - we have broadened our clinical skill mix and have appointed a paramedic and clinical pharmacists to ensure we can manage the whole range of acute illness and chronic disease management and safe ongoing prescribing and monitoring*

*One of the biggest hurdles we face at the surgery is patient expectations and how we can continue to further educate patients on the ever-changing roles of the staff and their abilities working at NWR Surgery. We are constantly on the path to improving and expanding our workforce to fit. Examples now being Advanced paramedic Amy who will also be looking after some of our elderly/frail patients health checks, pharmacists, wellbeing Katie and Sarah Degeorghio from MIND for serious Mental Health checks.*

Lastly everyone at New Wokingham Road Surgery would like to thank the most amazing PPG for helping cover our very busy covid/flu clinics and our mince pie and sherry Christmas party for some of our elderly patients. We are so very grateful for all of your continued support and although it is not a requirement from the CCG any longer to have a PPG; we definitely never want to lose you!

9. **Surgery Notice Board:**

NT brought to the attention of the Group that Affiliation Certificate was out of date (March 2020) on the Surgery Notice Board. Also the Walking Group notice needed updating to 2<sup>nd</sup> and 4<sup>th</sup> Mondays. SH added that the photographs were old and all agreed that a photo session was due.

**Action: Notice Board AW-K**  
**Photographs: SH**

10. **Any Other Business:** There was none.

11. **Date of Next Meeting:** The next Meeting will be on Friday 31<sup>st</sup> March at 9.30

Footnote: MT & NT were thanked again for holding the meetings at their home.

JB 16.01.23