

**New Wokingham Road Surgery Patient Participation Group
Minutes of the Meeting held on 13th September 2019**

Present

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

1. **Apologies** - There were none.
2. **Minutes of the Meeting** held on 28th June 2019 were approved
3. **Matter Arising** – There were none.
4. **Treasurer's Report** – Since the last meeting another £100 has been sent to MCMC so £1800 has been sent since September 2016.
5. **Friends and Family Test** – June and July's report were reviewed. During the PPG Awareness week, when committee members stayed in the surgery waiting room for various sessions and spoke with patients, 128 responses were received, many with positive comments. No major negative issues were highlighted. It was agreed that the PPG committee would have another session sometime in the future. 42 responses were received in July. Some patients have requested music to be played in the reception/waiting area, but the cost of 'TheMusicLicence' is prohibitive.
6. **Update from PPG Forum** – No information has been received from Tony Lloyd.
7. **PPGs engaging with PCN (Primary Care Networks)** – An article in the NAPP Summer newsletter has suggested that individual PPGs should get together and discuss what is happening in individual surgeries. AW-K will contact other Chair persons within our group and see if anyone is interested. **Action: AW-K**
8. **Diabetes Meeting April 2020** – A meeting will take place on 20th September at 09.30 at the RBL Crowthorne, together with members of the Ringmead PPG, to discuss the Diabetic Awareness Meeting planned for April 2020. Between 10 and 12 people are expected.
9. **Flu Clinics** – Dates are now confirmed. 28th September, AW-K and JO'R will attend, and 12th October, MT and NTL will attend.
10. **Information from the Practice** –
 - Patient wifi has been installed and is up and running. It has a separate firewall to the Practice's network. Virgin Media manage the patient Wi-Fi service and implement strong security features which have been signed off by the local NHS Information Governance and cyber security team. No password is required.

- A new check-in screen is being purchased that will be compatible with Windows 10.
- Dr Chau and Dr Oakley will be retiring at the beginning of April 2020. Succession plans are in place. Dr Evans is looking to recruit one GP Partner. Dr Buttner has increased her hours and one of the Nurse Practitioners has recently qualified as an Advanced Nurse Practitioner which will enable her to treat more illnesses. Other nursing staff are being trained to increase their knowledge and skills. Dawn is now qualified as an Assistant Practitioner and as well as providing phlebotomy services and ear syringing, she can also undertake dressings and stitches removal
- A question was asked regarding named GPs. This will not be necessary as patients can normally see the GP of their choice, unless it is an emergency. When attending hospital, the advice is for the named GP on the form to be the name of the GP that made the referral.

11. **Any Other Business** – A local chemists has been issuing prescription items not requested on the form. This is an issue that must be dealt with at the chemist and not the surgery. The surgery will only issue prescription items that have been requested. The best way to order prescriptions is via the surgery website, or through Patient Access for repeat prescriptions.

JK will confirm the date of the **Sherry and Mince Pie** afternoon once the TIPS sessions have been confirmed. Provisional date is 28th November. SH is available to do the invitations.

Action: JK/SH

12. **Date of next meeting** – 8th November 2019

20.09.19 BM