

## New Wokingham Road Surgery Patient Participation Group

### Minutes of the Meeting held on Wednesday 18<sup>th</sup> October 2023 following the AGM

#### Present:

Andy Wells-King (AW-K) – Chairman  
David Broderick (DB)  
Karen Markham (KM)  
Judy O'Regan (JO'R)  
Noel Twomey (NT)  
Laura Dalwood (LD) & Amy Tansley - Surgery Representatives

Sally Abbott (SA)  
Sue Honey (SH)  
Brenda Metcalf (BM)  
Mary Twomey (MT) - Treasurer  
Jasmin Bushnell (JB) - Secretary

- 1. Apologies:** Gary Curran, Sheila Dinan
- 2. Welcome:** Andy welcomed Karen to the Group.
- 3. Minutes of the Meeting:** - Friday 19th May 2023 were approved.
- 4. Matters Arising:** There were none.
- 5. Treasurer's Report:**  
Mary stated that since the last meeting £71.00 had been raised from walks and £110.61 from books. £300 had been sent to MCMC giving a total of £3400 donated to date.
- 6. Information from the Practice - including item 9, Mince Pie and Sherry Party.**

- **New Starters/ Leavers**
- Unfortunately, Gerry Walsh left now the surgery in July to start a new career at Jats Pharmacy
- New Receptionist Michelle Henderson has joined the surgery last week and has already started her training and is doing extremely well.
- Sadly, our lovely locum nurse Margaret Kenrick was taken very poorly a few weeks ago and is now currently resting at home. We do not yet know when she will be back in the surgery.
- Some more sad news - Our Practice Manager Susan Vickers has announced her Retirement from New Wokingham Road after 22 years at New Wokingham Road Surgery and at least another 20 in the NHS on top of that! We wish her a very peaceful retirement when she gets there!
- The surgery is now working in collaboration with Oxford Brookes University where we are having a student shadow our staff in the surgery for their practical placements. We currently have student Paramedic Tom for the last two weeks in the surgery observing all staff positions to see how GP practice works. He is doing great and looks forward to completing his 3 year course in June next year.
- **Call volumes**
- In May 2023 we had 5,389 inbound calls with an average queue time of 2m 32secs
- In June 2023 we had 4779 inbound calls with an average queue time of 2m 16secs
- In July 2023 we had 4647 inbound calls with an average queue time of 1m 57secs
- In August 2023 we had we had 4792 inbound calls with an average queue time of 2m 13secs
- In September 2023 we had we had 5712 inbound calls with an average queue time of 2m 38secs
- **Current patient list size**  
Our last count in May 2023 we had 8841 patients registered with New Wokingham Road Surgery. Currently as of October 13th 2023, we have 9101 patients registered with New Wokingham Road Surgery. This an increase of 260 patients and is rising daily, despite the large number of deductions our registration lady Tracy is doing when patients move out of the area. Laura added that many patients were transferring to NWR from other surgeries.

- **Autumn Covid Booster/Flu vaccines**
- On 7th and 14th October 2023, we ran two fully booked Covid and flu clinics. The first clinic was for our over 65 years patients and we had approximately 720 patients through the doors in just under 4 hours!
- The second clinic for our under 65 years patients with just over 500 patients booked in.
- We also have another fully booked Covid Clinic for our over 65's running on Saturday 21st October 2023 with another over 650 patient booked in.
- In between all this our Paramedic Amy has been out to visit all of our housebound patients and even some who struggle with their mobility due to age to give them their Covid and flu vaccines. Amy has also given out 250 shingles vaccines.
- Almost all of our patients who are children aged 2-4 have also been booked and vaccinated for their winter Fluenz nasal vaccine.
- If anybody knows of anyone who hasn't yet had their Covid and flu vaccine after the 21st October 2023 please ask them to telephone or visit the surgery to book an appointment
- **Christmas Mince Pie and Sherry Party**
- We are hoping to have a small mince pie and sherry party for our lovely elderly patients in the waiting room again this year. We do not yet have a date but will advise as soon as we do as we will definitely require the help of our lovely PPG members.
- **Charity Bookshelf update**  
New bookshelf - This is still a work in progress, and we will keep you informed when we have more news on when this is being built.  
We are truly grateful that our wonderful PPG members are still maintaining the bookshelf and the patients and staff are truly enjoying it while making a nice regular donation for MCMC.
- **Solar Panels**  
Solar Panels are fully installed on the roof at the back of the surgery and the scaffolding has finally been removed. I'm sure that this will benefit the surgery and the planet greatly in the coming years.
- **Research Studies**  
We are currently participating in patient sleep problems and psoriasis research studies inviting patients to participate via social media, the surgery website and posters within the surgery.

Sally asked if it was legal for so many patients to transfer from other surgeries to NWR. Laura stated that it was. Noel asked how many Receptionists there were now at NWR. Laura stated that there were now six but hoped there would be one more addition.

**7. Friends and Family Test:**

Andy stated that the results of the recent Friends and Family test had been outstanding.

**8. Charity Bookshelf:**

Jasmin asked if we could have a laminated poster put up stating "No Hardback Books Please" as those already donated are very heavy to sort and seem to be very niche subjects.

**Action LD**

**9. Mince Pie and Sherry Party:** see item 6.

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

**11. Date of Next Meeting:** Friday 12<sup>th</sup> January at 9.30