

## **New Wokingham Road Surgery Patient Participation Group**

### **Minutes of the Meeting held on Friday 19<sup>th</sup> May 2023 at 9.30am**

#### **Present:**

Andy Wells-King (AW-K) – Chairman  
Sue Honey (SH)  
Rhona Stainthorp (RS) (left mtng at 10.20)  
Noel Twomey (NT)  
Laura Dalwood (LD) - Surgery representatives -  
Laura and Sheila left the meeting at 10.30

David Broderick (DB)  
Brenda Metcalf (BM)  
Mary Twomey (MT) –Treasurer  
Jasmin Bushnell (JB) – Secretary  
Sheila Dinan (SD)

**1. Apologies:** Sally Abbott, Gary Curran, Judy O'Regan

**2. Minutes of the Meeting:** - Friday 31<sup>st</sup> March 2023 were approved.

#### **3. Matters Arising:**

- a. SH has put up PPG and Walk posters on the surgery notice board but will reprint them using only the AW-K's landline as requested by him. A discussion then took place on how to update the collection figures. For the time being, LD will laminate them and MT will update figures using a whiteboard pen held in Reception.  
**Action: SH/LD/MT**
- b. It was decided to take a new photograph at the next meeting when more people are attending. Those not wishing to be in the photograph can abstain.
- c. Whilst talking about the poster advertising our fund-raising, MT said that she had some MCMC leaflets which she will give to LD who would put them out in Reception.

#### **4. Information from the Practice:**

- **New Starters/ Leavers**
- Juliette Apau (Clinical Pharmacist) will be leaving the surgery on June 8th we thank lovely Juliette for looking after our patients.
- You all may know our new starter Gerald Walsh (previously worked at Dukes Pharmacy) He will be joining us as Clinical Pharmacist and work alongside Dot from 1st June 2023
- **Call volumes**
- In February 2023 we had 4,914 inbound calls with an average queue time of 2m 23 secs
- In March 2023 we had 5,679 inbound calls with an average queue time of 2m 20 secs
- In April 2023 we had 4,840 inbound calls with an average queue time of 3m 7 secs

- **Current patient list size**  
In January 2023 we had 8739 patients registered with N W R Surgery  
In May 2023, 8841 patients were registered with N W R Surgery
- **Spring Covid Booster**  
On Saturday 13th May 2023 we ran a covid booster clinic. Although we would normally call upon PPG members to help, it was decided that we would give you all a rest from this clinic as we had enough staff members to help. We had booked around 300+ patients and as always, the queue flowed beautifully, and no issues were encountered. We do still have further covid booster vaccines available for eligible patients at the surgery, but we will not be running anymore Saturday morning clinics. Instead, we will be offering 10 people at a time an appointment on selected days during the week when Dr Evans and Bishop are available to vaccinate. Patients will be contacted throughout each week to book these appointments until we run out of vaccines.
- **Patients to benefit from faster, more convenient care under major new GP access recovery plan**
- We were optimistic at the surgery when we were informed of the new GP access recovery plan that the NHS and the Government have put into place to assist patients with accessing their GP surgery and appointments.
- We have been advised that as from Monday 15th May 2023 no patient should be asked to telephone the surgery back the next day at 8am. Patients are now advised they will be given an appropriate appointment or directed to an appropriate service ie. Pharmacy, Minor Injuries Unit, Walk in Centre and A&E/999 for life threatening emergencies. Patients are then able to call back another time if they wish to check available appointments at a later time.
- We have found that this week there have been a lot less queued calls at 8am and calls are flowing constantly throughout the day.
- Under the government's plan to improve access to primary care the media has been advertising that patients can now see their local pharmacist for a prescription for simple antibiotics. I can now confirm that if you have heard this is the media it is not due to be put into place until NEXT WINTER.
- Further information regarding the NHS GP access Recovery Plan can be read on the NHS website:  
  
*NHS England » Patients to benefit from faster, more convenient care, under major new GP access recovery plan*
- **Surgery Makeover**  
Some of you may have noticed that the surgery is currently being redecorated throughout. This is a work in progress as this has to be done at weekends. It is already looking beautiful and clean in the areas that have already been done.

- **Charity Bookshelf**  
We are currently trying to decide on a new bookshelf for the foyer. Once we have ordered and received, we are hoping that one of our lovely PPG Members would like to look after this for us?
- **Surgery Courtyard**  
The surgery courtyard has had a fabulous tidy up by a staff member's husband and new plants and flowers planted – It now looks very beautiful and helps cheer up patients when they are walking past.

LD also stated that:-

All staff at the surgery had now completed Life Saving training including Defib training.

Solar Panels will be fitted at the surgery next week.

Following the surgery report, a short discussion was held on the management of the forthcoming bookshelf and MT suggested a rota to that effect. Four people present were prepared to help and SH will ask Judy if she would also like to go on the rota. MT will buy a new cash box to be kept on Reception and a notice will go on it “Adult’s and Children’s books minimum donation 50p”.

#### **5. Treasurer’s Report:**

Currently there is £143.20 in the bank. Another £100 has been sent to MCMC this week which now totals £2700 sent to MCMC. £48.90 has been collected from Group Walks since the last meeting. MT has received an email from Mandy at MCMC thanking us for our continued support.

#### **6. Any Other Business**

- a. Questions raised in AOB at the meeting on 31<sup>st</sup> March 2023 by BM & SH had not been raised as AWK thought it best not to arrange a meeting with LD due to her busy schedule. Therefore they will be raised at the next meeting when LD & SD attend.
- b. It was agreed that any future questions for Surgery staff should be submitted to the PPG Secretary well before a meeting to give time for LD or SD to prepare answers.

#### **7. Date of Next Meeting: The next Meeting will be on Friday 25<sup>th</sup> August 2023 at 9.30am.**