

New Wokingham Road Surgery Patient Participation Group
Minutes of the Meeting held on 21st August 2020

Present

Andy Wells-King
Brian O'Regan
Judy O'Regan
Brenda Metcalf
Mary Twomey
Noel Twomey
Jasmin Bushnell

JB was thanked for allowing us to hold the meeting in her house. We were able to socially distance and all necessary precautions were taken.

1. **Apologies** – were received from Sue Honey, Debbie Tomlin and Jane Kirkwood
2. **Minutes of the Meeting** held on 24th January were approved.
3. **Matter Arising** – There were none.
4. **Treasurer's Report** – £21.00 has recently been paid into the PPG account, and a cheque for £100 sent to MCMC (bringing the total to £2,100 paid over to date) which now leaves our bank total with £16.99 in it, plus the Surgery float of £100 which isn't taken into account.

A letter has been received from Mandy Barter, CEO and Co-founder of MCMC where she says

'The charity has suspended face to face treatments in March but we will reintroduce these treatments at the end of September. We have, however, been supporting people online with Mindfulness courses, 1:1 therapist appointments in Acupressure, hand massage and Aromatherapy. We are also going to introduce other therapies online to look to support as many people as we can, especially those who are self-isolating through cancer treatment.'

As our fundraising activities have been curtailed, we really do appreciate all you are doing for us, £2,100 has supported 123 people with cancer in Berkshire.'

5. **Friends and Family Test** – January and February results were reviewed. Overall, very satisfactory. Friends and Family Tests have now been suspended until further notice.
6. **Joint Venture Review** – The Diabetic Meeting that was to be held in April was cancelled. If the opportunity arises to hold this event in the future, we shall do so, but it will not be held as a joint venture meeting with Ringmead Surgeries. It was felt that the area to be covered was too large. The event, if re-organised, would cover all residents in Crowthorne, irrespective of what surgery they attended.
7. **Update from PPG Forum** – BO'R commented that masks have been an issue for deaf or hard of hearing people. This has been addressed by the PPG.

8. **Information from the Practice** – Read by AW-K

Coronavirus Pandemic Response Plan – on website and updated as appropriate

https://newwokinghamroadsurgery.nhs.uk/practice_news/coronavirus-surgery-response-plan/

Voluntary Staff Antibody Testing offered to all staff – all but one have said yes (due to recently having test via random testing request)

No staff diagnosed with COVID-19

Doors still locked & telephone triage in place. GPs/NPs to make a clinical decision whether patient needs to be seen

Flu Clinics – Planning is underway. May hold clinics off site (restricted people inside so PPG group would need to be outside)

accuRx Text Message service is being used more and working well – we can text links to Sick Notes, request contact details etc. Patients can now email photographs to help with clinical diagnosis. Photos go into the patient's medical record

6 week post-natal check-ups have continued throughout as have baby Immunisations and dressings appointments

Since beginning June, Practice requesting all patients entering the building wear a face covering

Cervical screening appointments began from beginning June. Some blood tests continued but hypertension reviews/bloods paused. Since the beginning of June reviews and bloods have been reinstated

Designated COVID-19 Room used when clinician does see a patient. This allows all other clinical rooms to be clean

2WR (Cancer pathway) referrals have continued throughout. Non-urgent GP referrals initially reduced due to hospitals not seeing patients. Hospitals are now seeing patients again and referrals are therefore increasing

Friends & Family Test submissions – NHS England confirmed submissions on hold from March 2020.

Payments for various Enhanced Services are continuing to be paid, based on previous submissions until further notice

One of the reception team is now trained in phlebotomy and since 13 July has had her own clinics. She will also continue with some reception shifts and have admin duties. A truly welcome addition to the team

9. **Digital Engagement Workshop** – The virtual meeting had been held on 21st July, and had been attended by SH, on behalf of the PPG. Very clear minutes had been sent by Kamal Bahia and distributed to the PPG committee in advance of this meeting. The minutes were discussed and it was agreed that Covid-19 had brought forward many digital platforms that were going to be introduced over time, but had been forced to happen far quicker than anticipated. The main issue is that not everyone can access Smart phones, computers etc, and many people are unable to hear well enough for phone consultations. This is well documented and will be addressed. Connected care was also discussed at the DEW meeting.

The following meeting was being held today, the 21st August. The minutes will be forwarded to us once they are received by SH, who is on the mailing list. Next meeting is 23.9.20.

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

11. **Date of next meeting** – All future meetings are on hold. We shall wait to hear if we are required to assist at the flu clinics, wherever they are to be held. **Action: JK**

28.08.2020 BM