

New Wokingham Road Surgery Patient Participation Group

Minutes of the Meeting held on Friday 28th June 2024

Present:

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

Sally Abbott (SA)
Garry Curran (GC)
Karen Markham (KM)
Judy O'Regan (JO'R)
Noel Twomey (NT)

Laura Dalwood (LD) (Surgery representatives) Michelle Henderson (MH)

1. Apologies: None

2. AW-K welcomed Simon Shaw from Healthwatch West Berkshire and Healthwatch Wokingham Borough, who spoke about his work.

Simon is the Senior Engagement Officer who supports Practices and PPGs. Healthwatch is an Independent National Organisation and collects all views on social care and looks for patterns or traits and tries to address these. The results are also passed on to National level. Simon stated that all PPGs work differently so it is good to meet many. They are currently developing a Healthwatch/PPG Newsletter. Simon intends to send us a work plan.

LD asked if Healthwatch received recommendations but Simon said that it was just information received from patients.

NT asked if Healthwatch work with the Quality Care Commission. Simon said they do not but some of the comments raised by patients do include such problems as signage or broken lifts.

SH asked if Healthwatch work with BOB (Berks, Oxford and Bucks). Simon said they did not although he knew about their work. SH explained what she had been involved in with Marta Fischer from BOB.

BM asked if Healthwatch work solely for the NHS. Simon said that private patients would probably be asked for their opinions also.

You can go to your local Healthwatch UK on the internet to give your views.

3. Information from the Practice:

- **New Starters/ Leavers**
- Kate Gleed – New Receptionist
- Julie Clough – New Treatment Room Nurse
- Todorka Baker – Serious Mental Health practitioner (SMI) replacing Molly Collins
- Jennie Hulse – New Freelance Bookkeeper (works alongside Maxine Williams)
- Peta Seymour – Nurse Practitioner – Joined us in December 2007 and is leaving the surgery after 17 years and now retiring to the countryside.
- Laura Dalwood – Receptionist – Leaving to go and live in Cornwall
- **Recruitment**
- Currently recruiting for at least 1 new receptionist/admin staff member
- **Call volumes**
- In March 2024 we had 5719 inbound calls with an average queue time of 3 mins 20 secs
- In April 2024 we had 5845 inbound calls with an average queue time of 3 mins 36 secs
- In May 2024 we had 5832 inbound calls with an average queue time of 4 mins 25 secs

- **Current patient list size**
- 9501 registered patients in June 2024. This is an increase of 200 new patients registered since March 2024 (just under 3 months) alongside plenty of patients moving out of the area and being de registered.
- **TIPS DAY (Staff training) 6th June 2024**
- Lucinda Pearson came in to give us our important annual practical resuscitation training which the entire staff of New Wokingham Road Surgery attended.
- We also had a short talk from David Wilson, Trustee from COATS Charity, who talked about what they do and the role they have in helping alleviate loneliness and isolation among the local seniors
- **New Surgery BP Pod**
- We have taken delivery of a new digital BP Pod and Weighing Scales which records blood pressure, pulse and weight readings and the results are then posted straight into the patient's record! A clinician can then review the information and any significant changes or concerns are flagged to ensure we contact the patient for any review needed. This shiny new POD is now in Reception and can be used by all patients without an appointment.
- We are also purchasing a new digital height rod to help with height & BMI recordings.

- **Healthwatch Wokingham**

Simon Shaw, Healthwatch Senior Engagement Officer reached out to us in May. He has been in post since January. His role is to support GP practices and Patient Participation groups across Wokingham and Berkshire West. The focus of his work will be to help develop and maintain the PPGs, ensure communication between the groups, the practices, and the patients. Simon therefore requested to meet with Jane to introduce himself. He also wanted to meet the Chair of our PPG. We were of course very happy to meet with him and of course it made sense for both Andy and Jane to meet with him together. This meeting took place on 22 May at the surgery. Everyone felt that it was a very useful meeting. Simon said 'it is really encouraging to hear you have such a well-attended group, with strong working relationship between the practice team and the group'. We understand that Simon has been invited to the next PPG meeting (*today*) to introduce himself and provide an update on his work.

Following LD's report, GC reported that Dukes Ride Pharmacy were busier than ever and asked if this was because there were more patients at the surgery. LD stated that the receptionists always advise patients to phone the pharmacy first but GC was concerned that the Pharmacy turns their phone off when extremely busy. LD says that they are aware that all pharmacies will do this.

SH stated that she had been to four pharmacies to get her medications. LD said that there was a huge issue with medications being out of stock at the moment. Unfortunately, G.P's cannot override a Consultant in issuing alternative medications.

Simon was asked if Healthwatch would be able to help in this matter. However, although they were aware of the drug shortage, caused by many problems including Brexit and the fact that some were ordering in large batches, Healthwatch would not be able to help with this problem.

4. **Minutes of the Meeting** held on 15th March 2024 were approved.

5. **Matters Arising:** There were none.

Item 9 was discussed next before LD and MH needed to leave the meeting:

JO'R asked if a small table could be put near the bookshelves as it is difficult for some to get onto the floor to sort books out. LD said that there was not enough room for a table in that area. A better place to sort books was on the window sill which has recently had books left on it but will now be left clear for sorting purposes.

SA stated that the letters inserted by AW-K now looked chewed up and was it possible to get some sturdier letters. LD said she would get some ordered.

Action: LD

6. Treasurer's Report

MT stated that there was £158.68 (which includes surgery float of £100) in our account and since the last meeting we have raised £116.00 from Walks and £132.42 from Books. A total of £866.54 has been raised by Books alone since May 2023! A further £200.00 has been sent to MCMC. MT will hold off on sending any more monies to MCMC as we agreed to discuss new charities at a total of £4000.00 which has now been achieved.

7. Newsletter

AW-K would like to reinstate the paper Newsletter as not many people look at the website to read the minutes so do not see what is happening at the surgery. After some discussion it was agreed that AW-K will write the Newsletter. SH will produce it and the Surgery will print it. We will look to produce a Newsletter four times a year starting with one in the autumn this year. JO-R also suggested putting the Newsletter in "The Crowthorne Eye".

Action AW-K/SH/MH

8. Health Event

AW-K suggested that we look at another Health Event to take place possibly in March/April 2025. Events in the past have been Diabetes (twice), Mental Health and "Where to go for your Care". SA suggested Heart Health (and perhaps incorporate the new blood pressure machine). SH suggested a "Community Health Hub" promoting services in our community such as COATS, Good Neighbours, the Crowthorne Minibus, Social Prescriber and Digital Inclusion amongst others. This will be discussed again at future meetings.

9. Discussed above.

10. Change of Charity. Deferred until the next meeting.

11. Any Other Business.

AW-K had been invited to a meeting in July regarding the rebuilding of the Royal Berkshire Hospital. He intends to attend.

12. Date of Next Meeting: Friday 2nd August 2024