

**New Wokingham Road Surgery Patient Participation Group
Minutes of the Meeting held on 2nd November 2018**

Present

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

1. **Apologies** - Apologies received from Noel Twomey.

2. **Minutes of the Meeting** held on 31st August were approved.

3. **Matter Arising**

(8.) BO'R requested that the surgery postcode is added to the slip of paper given to patients informing them how to log in to Patient Access. It makes finding the surgery from the database so much easier.

It was requested that the PRG be emailed to encourage people to sign up for Patient Access. It will also go on the new website. **Action: JK**

Appointments have to be made available to book on-line.

The 'step by step guide has not been issued, but the new website is much easier to navigate. (AOB) RBH software does not allow for the long name 'New Wokingham Road Surgery', hence it has to be shortened. On hindsight, they should have used "Dr Chau and Partners", but this was beyond the surgeries control.

4. **Maureen Chapman from Advocacy Support for Health and Social Care Services**

AW-K welcomed Maureen to the meeting. Maureen explained to the committee her role within seAp (Support, Empower, Advocate, Promote) and the help that the Advocacy charity can give to our patients. Advocacy 'supports people to say what they want, ensures their rights are protected and helps them obtain services they need'. This includes adult needs assessment, carer's assessment and young people's assessment to name but a few. They can also help and advise with health complaints for both NHS and private treatment. The service available differs slightly between Wokingham and Bracknell as funding is not the same. seAp has the contract in Berkshire for Military Advocacy. Leaflets can be found at the surgery, or for more information go to seap.org.uk

5. **Treasurer's Report** – There is a balance of £17.72 in the account. £1400 has been sent to MCMC since September 2016. There is currently no plan to change the charity, but this will be reviewed at the next AGM.

6. **Friends and Family Test** – JK has passed comments to NHS England encouraging them to reduce the number of options for patients to choose on the survey. August and September 18 survey results were discussed.

7. **Joint Venture Review** – 27th September 2018 - Emotional Wellbeing and You
Attendance was not as good as hoped. Emotional Wellbeing (mental health) is a difficult subject to discuss openly for some individuals so this may be why. It was suggested that next time more A4 posters are printed rather than A5. April 2020 was proposed for the next meeting, and a decision as to the topic, and who we join with, if anyone, be made towards the middle of next year.
8. **Flu clinics** - The first day went well although numbers were slightly down on expected. The second day was very busy and unfortunately vaccine for the over 65s ran out and many patients were disappointed. Dr Oakley explained to those affected that unfortunate as it was, it was not the fault of the surgery as all surgeries and chemist were experiencing the same issue due a production problem. The committee was thanked for their help again this year. There was discussion regarding reducing the number of helpers to two each day next year. JK to ascertain if prescriptions advertised the flu clinics this year **Action: JK**
9. **Sherry and Mince Pie afternoon** – Thursday 29th November
Invitations will be going out next week. JO'R to co-ordinate lifts, BM to purchase refreshments.
10. **Update from PPG Forum** – nothing to report.
11. **Information from the Practice** – 7 day working began on the 1st October, and to be able to offer this we are federated with Woosehill and Wokingham Medical Centre. This surgery opens late one night a week until 8pm (usually Tuesdays) plus one additional appointment needed after 6.30pm on one other day in the week. Federated IT is still not working. Footfall website – This goes live on Monday 12th November.
Dani Wheeler and JK will be moving their office to the meeting room due to lack of admin space. The admin 'hot desk' will be in their current office. Apologies, but the PPG meetings will be in the staff room in future. This will not be a problem.
12. **Heath Hill Road Surgery** – Unfortunately this surgery is currently in 'Special Measures' and will be required to join with another surgery in the area. This is unlikely to be New Wokingham Road surgery. Patient numbers are increasing significantly. Succession planning is on the monthly agenda.
13. **Change in prescription request procedure** - Lloyds Chemist indicated to JB that this would be changing but JK has no knowledge of this.
14. **Any Other Business** – There was none.
15. **Date of next meeting** – 8th February 2019

Meeting closed at 11.30

13.11.18 BM