

**New Wokingham Road Surgery Patient Participation Group  
Minutes of the Meeting held on 31<sup>st</sup> August 2018**

Present

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

Jasmin was welcomed to the meeting and introduced to the committee.

1. Apologies - Apologies received from Jane Kirkwood.
2. Minutes of the Meeting held on 27<sup>th</sup> July 2018 were approved.
3. Matter Arising – There were no matters arising.
4. Treasurer's Report – JO'R has £43.87 to bank.
5. Friends and Family Test – July

One patient had a query relating to GDPR and asked if we should be displaying a patient's name on the screen in the waiting room. The surgery comment was that we are fully compliant with GDPR legislation and are allowed to do this. The committee fully supported this. The committee reiterated the need to reduce the options on the F & F test page.

6. Joint Venture Update – Meeting 27<sup>th</sup> September 2018 - Emotional Wellbeing and You

The JV committee meeting on 29<sup>th</sup> August had gone well. Committee asked to arrive at the Morgan Centre for 6pm to assist with putting out tables and chairs. It was agreed to have a PPG table that SH and MT will man. There will be a 'roving' microphone managed by Carole Doran. The public need to be out by 9pm so that the hall can be cleared by 9.30pm.

7. Update from PPG Forum - Next meeting is 25<sup>th</sup> October when hopefully Tony Lloyd will confirm that he intends to continue as Chairman.
8. NHS Document – Patients on Line

The intention is to get as many patients to sign up to Patients on Line as possible and it is hoped that PPG committee members will encourage friends, relatives, colleagues and fellow patients to do this. Patients can access their medical records to see test results amongst other things, order repeat prescriptions and book appointments.

Members of the committee explained problems they had encountered when they tried to sign up themselves. The initial problem is locating the surgery once you were prompted to do so. GU post codes do not automatically bring up this surgery as an option. The only way to find

this surgery is to put in the surgery's postcode, which although is an option, is not the first thing you would necessarily do.

It was suggested that the surgery issue a step by step guide including putting the surgery postcode in rather than the patient's own postcode. If we are to encourage patients to sign up, perhaps we could give out the 'Step by Step' guide at the Joint Venture Meeting and the flu clinics. If the surgery is willing to do this perhaps the PPG could have 100/150 copies. They need only to be slips of paper with the basic 'idiots guide' on them. Would it be possible to have free promotional material ordered such as posters and leaflets?

Could the practise send an email to the Patient Reference Group encouraging them to sign up?

There is no doubt that there are many patients who do not have access to a computer and who will therefore need to access their test results, order repeat prescriptions and make appointments in the normal way.

Given the triage system of making appointments by phone, the committee would be interested in the surgeries view on booking online appointments that bypass this system. It was discussed whether it would be better to have no online appointments available rather than the bare minimum. Does the surgery have the choice?

There was discussion about surgeries being able to access patients' details centrally, wherever they are in the country. It was assumed this will eventually happen and be 'cloud' based.

9. Flu clinics - Dates TBA. Once the surgery has advised the PPG committee of the dates, AW-K will liaise to see who is available to attend on the two days.
10. 7/7 working – This will be introduced, but no date has been announced. Surgeries will join forces so if you need to see a doctor at the weekend you may not necessarily see a doctor from your surgery.
11. Information from the Practice –See items 8, 9 and 10. Footfall is a little closer and this will mean that the current website will change completely in line with all of Berkshire West. An example of this can be found at [www.swallowfieldmedicalpractice.co.uk](http://www.swallowfieldmedicalpractice.co.uk).

The committee look forward to meeting Monica, our Community Navigator, at a future meeting.

12. Any Other Business - Could the surgery please advise why RBH call this surgery 'The New Surgery'?

There was discussion regarding whether we should have photographs of the PPG committee on the notice board. It was agreed that patients are very happy with the practise and would be able to contact us should they wish to. AW-K had only had one query in 9 years, and that related to snow clearance.

Has a date been booked for the Sherry and Mince Pie afternoon?

13. Date of next meeting – Confirmed 2<sup>nd</sup> November 2018 at 09.30

Meeting closed at 11.05

4/8/18 BM