

## New Wokingham Road Surgery Patient Participation Group

### Minutes of the Meeting held on 20<sup>th</sup> May 2022

#### Present:

Andy Wells-King (AW-K) – Chairman  
Sue Honey (SH)  
Brenda Metcalf (BM) - Secretary  
Mary Twomey (MT) - Treasurer  
Noel Twomey (NT)  
Jasmin Bushnell (JB)  
Rhona Stainthorp (RS) (left mtng at 10.30)  
Garry Curran (GC)  
Judy O'Regan  
Sheila Dinan (SD) (left mtng at 10.35)  
Laura Dalwood (LD) (left mtng at 10.35)

1. **Apologies:** Brian O'Regan. Due to ill health, Brian has resigned from the committee. He was thanked for all he has done over many years, especial attending Forum meetings. He has contributed a great deal and his input will be missed. We wish him well.
2. **Minutes of the Meeting:** – 4<sup>th</sup> March 2022 were approved.
3. **Matters Arising:** – None.
4. **Treasurer:** The recent walks have raised £77.40. MT has sent a further £100 to MCMC making our total donation to them £2300. There is a balance of £115.79 in the account and £12 in cash. The £100 deposit for the Morgan Centre has yet to be returned.
5. **AGM:** BM has emailed the secretary at the RBL Club Crowthorne asking if we could hold our AGM there on Wednesday 12<sup>th</sup> October. (provisionally agreed since this meeting) **Action: BM**
6. **Update from PPG Forum:** - Nothing to report.
7. **Secretarial role:** JB will be taking over the role of secretary as BM is stepping down. BM was thanked for carrying out the secretarial duties for the committee since November 2017. She is remaining on the committee.
8. **Information from the Practice:** Marcella has joined the surgery. She is a very experienced nurse that can prescribe. Dani is going on maternity leave shortly.

Call volumes - In March 2022 we had 5709 inbound calls with an average queue time of 2 mins and 49 secs. In April 2022 we had 4932 inbound calls with an average queue time of 2 mins and 59 secs.

8516 patients are now registered with New Wokingham Road Surgery.

Doors opening update - Face masks will still be required to be worn within the surgery at all times alongside the use of hand sanitiser.

Walking Group – Patient question regarding the length of the walks as would like to join but not able to walk for a long time. (see 10. Walking Group)

The front door has now been fixed and the deep clean has been completed. There is currently an open-door policy for patients with appointments only. The surgery is still working alongside our PCN surgeries and their door opening policies which are very similar.

9. **Diabetes Health Event** – The evening was very successful with between 40 and 50 people in attendance. There were two stalls: Diabetes Prevention Service and Healthwatch. The podiatrist gave his apologies as he could not attend. A very big thank you to Dr Bishop and Michelle Yeates who spoke about type 2 diabetes and answered many questions from the floor. From the comments made, people found the evening helpful and there were follow up phone calls to the surgery.

Talking Therapies did not attend on the night, but they would be interested in attending a similar event or helping patients referred from the surgery.

10. **PPG Event, suggestions for the future:** Mental wellbeing and The Menopause were both suggested. It was agreed that the doctors at the surgery should be asked what would be most helpful from their perspective. There was discussion about how often they should be held. Once a year or every eighteen months.
11. **Walking Group:** The walking group continues to grow. 7 new members joined having read the article in the Crowthorne Eye. The surgery had been asked how long the walks were, was there a chance to have a stop during the walk and was the coffee stop at the end of the walk or in the middle. It was agreed that AW-K would put together a list of the walks detailing the routes, how long and where the coffee stops were. This will be given to reception at the surgery. **Action: AW-K**
12. **AOB:** SH explained that she had created a Facebook page for the PPG.
13. **Date of Next Meeting:** Friday 19<sup>th</sup> August 2022

BM 24.5.22