

## New Wokingham Road Surgery Patient Participation Group

### Minutes of the Meeting held on 24<sup>th</sup> September 2021

#### **Present:**

Andy Wells-King (AW-K) - Chairman  
Brian O'Regan (BO'R)  
Judy O'Regan (JO'R)  
Brenda Metcalf (BM) - Secretary  
Mary Twomey (MT) - Treasurer  
Noel Twomey (NT)  
Jasmin Bushnell (JB)  
Laura Dalwood (LD) – Surgery representative  
Sheila Dinan (SD) - Surgery representative  
Rhona Stainthorp (RS)  
Garry Curran (GC) (joined the meeting at 10.15)

1. **Apologies and welcome to new members:** Sue Honey has given her apologies. The Chairman welcomed the new members of the committee, Rhona Stainthorp, Sheila Dinan and Laura Dalwood. Garry Curran was welcomed upon his arrival at 10.15.
2. **Minutes of the Meeting:** – held on 16<sup>th</sup> July 2021 were approved.
3. **Matters Arising:** – The books had been removed and some donated to Oxfam. They could not take them all at one go, so AW-K will be returning with more and some suitable ones will go to the British Legion Club in Crowthorne. Bookcases were left as they do not belong to the PPG. Para 4, Treasurer's report – the £100 float has not been returned to the surgery.
4. **Treasurer:** MT and BM have been added as signatories to the bank account. £97.45 has been donated from Surgery walks since the last meeting. Balance in the account - £214.69 (reconciled with bank statement) plus £13 from the most recent walk. £100 will be donated to My Cancer My Choices. A discussion will take place at the next AGM to ascertain whether we want to change to another charity.
5. **Health Event:** - AW-K will contact Dr Bishop in November to book a date for the meeting in March, April or May next year.
6. **Update from PPG Forum:** - BO'R and AW-K recently attended a Zoom meeting. A poster designed to update the public on how surgeries are now being run and a letter to MPs encouraging them to discourage the press from printing misleading articles on the benefits of telephone v face to face appointments, was discussed. A copy of the poster, and the MPs letter, were forwarded to the committee prior to the meeting. AW-K will distribute the minutes as soon as he receives them.
7. **Flu and Booster jabs:** - See Information from the Practice.
8. **Information from the Practice:** -

- **New Starter** - We welcome Billie Flint to the surgery as our newest receptionist
- **Flu Vaccines** - We are holding U65 (vulnerable patients with underlying health issues) Flu clinic this Saturday 25<sup>th</sup> September. Only one helper is required from the PPG, and Sue Honey was able to do this. We only received 300 vaccines for this cohort to begin with – hopefully more to come – we will arrange another Saturday Flu Clinic for these. We are hoping to have a delivery of 500 over 65 Flu vaccines next week on Tuesday 28<sup>th</sup> September and will then hold a flu clinic for these patients on 2<sup>nd</sup> October – all patients will be contacted by telephone
- **Blood bottle shortage** - A modest order has been placed this week of yellow top bottles (most commonly used) Fingers crossed the delivery goes ahead. Blood tests can be booked online if none are available at the surgery.
- **Covid vaccines – boosters / 12-15 years and passports updates** - Covid 12-15 years vaccines – High Schools are vaccinating all of their students

Covid Passports – currently still being used for travel and must be requested via NHS App or telephone 119 for a paper copy as they contain QR code that needs to be scanned

Covid Boosters and third primary vaccinations – No update yet. We will advise all patients as soon as we do. Although we have heard on the surgery grapevine that patients will be required to book their own 3<sup>rd</sup> covid vaccination using this website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/book-or-manage-a-booster-dose-of-the-coronavirus-covid-19-vaccine>

- **Patient access – using NHS App or online patient access** - We have a huge demand for this service at the moment so there is still a bit of a back log but Debbie is working like a trooper to get patients registered to use this service as quickly as possible
- **Call volumes**
  - In June we had 6624 inbound calls with an average queue time of 2mins and 30secs
  - In July we had 5529 inbound calls with an average queue time of 2 mins and 14secs
  - In August we had 5181 inbound calls with an average queue time of 2 mins and 8 secs.
- **Doors opening update** - No further updates from the CCG or PCN as yet. Government Phase four Covid 19 door opening policy stays in place.
- **Insurance and health reports and Referrals** - These have been incredibly busy and all requests for reports and copies of medical records are now being looked after by Laura. Cheryl (Secretary) will continue to look after all referrals.
- **Ranked Number 9 in Berkshire** - Probably seen in the media that we have been ranked the 9<sup>th</sup> best surgery in Berkshire and we are very proud of this.

9. **Walking Group:** - Walks are now happening on the 2<sup>nd</sup> and 4<sup>th</sup> Monday in the month. We could do with a few more new people joining the group. The Christmas lunch has been booked for Monday 13<sup>th</sup> December at 12.30 at the RBL Club, Crowthorne.

10. **Christmas Party (Sherry & Mince Pie party):** - Last Christmas the surgery sent out Christmas Cards to those who would normally have been invited. The surgery will update the committee about the decision made for this Christmas.

11. **Any Other Business:** - The surgery will order name badges for Garry and Rhona.

**Action: Laura**

Due to Covid restrictions there will be no newsletters or pamphlets available at the surgery. All relevant information is on the website, but of course this is only useful if you have access to the internet.

Thank you to Noel and Mary for allowing us to have the meeting in their conservatory.

12. **Date of next meeting:** - 19<sup>th</sup> November 2021. There being no further business the meeting closed at 10.55.