

New Wokingham Road Surgery Patient Participation Group

Minutes of the Meeting held on 4th March 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)
Sheila Dinan (SD)
Laura Dalwood (LD)

Nick Durman (ND) from 10.15am

1. **Apologies:** Brian and Judy O'Regan and Garry Curran.
2. **Minutes of the Meeting:** – held on 14th January 2022 were approved.
3. **Matters Arising:** – AW-K has received £100 as reimbursement for the deposit of the Morgan Centre booking.
4. **Treasurer:** There is £150.39 in the account. £39.20 had been raised from the three most recent walks. As we may have to make a donation connected to the Diabetes Event, a donation to My Cancer My Choices is on hold.
5. **AGM:** After discussion, it was agreed to defer the AGM until September. This will give the committee time to decide how to reach out to more patients at the surgery. Social media and the surgery website are not available to all. A stall at the Crowthorne Carnival was suggested. Posters advertising the AGM could be displayed around the village. SH will investigate 'Branding' and liaise with SD and LD.

It will be necessary to find a venue for the AGM. The community room at the Fire Station, and the RBL Club were both suggested. Members of the committee will be asked if they are prepared to stand again.

6. **Update from PPG Forum:** - Nothing to report.
7. **E-contact:** e-contact is in fact e-consult and is part of the Patient Access appointment booking system. The surgery does have a very small amount of online booked appointments available and these are booked via Patient Access.
8. **Information from the Practice:**

Almost all the staff members have had covid over the last few months and all are now fully recovered. This has had a huge impact on staffing levels and ability to keep the surgery fully functioning. We are incredibly proud of all our staff members for their very hard work keeping the surgery open and not letting our patients down.

Call volumes

In November 2021 we had 6164 inbound calls with an average queue time of 3 mins and 12 secs

In December 2021 we had 5,206 inbound calls with an average queue time of 2 mins and 30 secs

In January 2022 we had 4,670 inbound calls with an average queue time of 1 min and 45 secs

In February 2022 we had 4,638 inbound calls with an average queue time of 2 mins and 25 secs

Current patient list size - 8,490 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.

As you know the clinical staff have been seeing patients F2F throughout the pandemic and they have been able to sit and wait in the foyer for their appointment. Unfortunately, this has had to be in small numbers due to the

limited space in the foyer. Currently we are now hoping for a full door opening date soon. At the moment our front door needs an update, so it automatically opens and unfortunately this date has been delayed by the engineers for the 3rd time. We are also still awaiting a date for a full deep clean within the surgery. It has been agreed that the doors will still only open for patients with appointments only. All other queries will be still dealt with by the patient still telephoning the surgery. We will still be offering all patients telephone triage 1st with the clinician booking F2F appointments if required. With the exception of nurse appointments for blood tests, dressings, injections, stitch removal, etc.

Push Doctor - This is an entirely new temporary service in its trial phase with our PCN group of 4 surgeries. Our surgery is currently in the set up and training phase. When this is set up the following points show how the service will work for our patients.

Push Doctor is a digital GP online service, offering safe and secure video consultations for patients. We ensure patients can see a doctor from wherever they are, at a time and place that suits them

How to use Push Doctor

- Patient receives an invite (first-time users)
- If an invite is required, the patient will receive a text message with a link to the Push Doctor website.
- Patient creates an account (first-time users)
- From there they can sign up for a Push Doctor account in minutes, just direct them to follow our simple instructions.
- Patient books an appointment
- Your patient can decide a time and place that suits them. They can see a doctor the same day – even if it's a weekend or bank holiday.
- Patient opens waiting room
- They will be notified by text before their appointment, to log in to their account, download the app and enter the virtual waiting room.
- Patients sees a doctor online
- Rest assured the patient will speak to one of our GMC-registered doctors by video or text chat, whichever is easiest for them.

9. **Any Other Business:** - JB raised the issue of a Covid vaccination not being recorded on a patients record. Apparently, this is caused by 'Pinnacle' software not completing the transaction even though it has been entered on the patients record by the surgery. This is a National problem.

10. **Health Event:** - AW-K thanked ND for attending the meeting on behalf of Wokingham Healthwatch. AW-K is still waiting to hear from Diabetes UK regarding a speaker and whether they will have a stall. There has also been no response from the Diabetic Prevention Programme. After discussion, it was decided that SH would approach Talking Therapies to see if they would have a stall. ND will check to see if there are any other diabetes services that could be contacted.

Action: SH & ND

- Refreshments – JB, NT and MT.
- 2 microphones, a projector and screen have been requested.
- Publicity – The event has been advertised in the Crowthorne Eye. It will go on the surgery website and social media. ND is able to print 50 A4 posters. Committee members will ensure that posters are put up in as many businesses as possible and on available notice boards throughout the village.
- ND would like the poster emailed to him on 21st March.
- It is possible that the Public Liability Insurance may not be available due to changes within Healthwatch. If this is the case it can be supplied by Crowthorne Parish Council.

11. **Date of Next Meeting:** PPG Event Meeting 22nd April 2022 at 09.30

PPG full committee meeting 20th May 2022 at 09.30

