

New Wokingham Rd Surgery Patient Participation Group Minutes of the meeting held on 10th June 2016

In Attendance: Andy Wells-King
Judy O'Regan
Eleanor London
Jane Currie
Brenda Metcalfe
Brian O'Regan
Sue Honey

1. Apologies

Apologies were received from Dani Wheeler

2. Minutes of the meeting held on 18th March 2016

These minutes were approved as a correct record

3. Matters Arising

Waits for blood tests: it appears that the problem with long waits for blood tests has now been resolved

New Friends and Family form: Jane confirmed that this form had now been amended so that individuals were not named on comments

Cost of missed appointments : Andy will raise with the CCG at the next Forum meeting about including the cost of missed appointments in surgery notices
AW-K

4. Friends and Family Test Results – March and April

It was noted that results for March and April were again very positive. Jane reported on several comments:-

- A TV monitor is now in the waiting area, displaying information about health issues and about the surgery. The monitor will also display when the next patient is called (although doctors and nurses can still come and call people personally if they choose)
- Request for quiet background music: this has been considered but ruled out on the grounds that an expensive music licence would be required
- On-Line Appointments: Brenda mentioned that very few are available. Jane said that there are only a few at present but more would be made available in the future
- 24-hour blood pressure monitor: in relation to a complaint about long waits for this monitor Andy proposed that the partners could be asked whether this was an issue about affordability; if it was this group could consider using its fund-raising proceeds to purchase one. Jane will raise this at the next business meeting

JC

5. Review of Charity for fund-raising

In view of the discussions in relation to item 4, it was agreed that this item should be deferred until we know more about the bp machine. In the meantime, Judy showed the presentation cheque she had obtained from Lloyds bank for an official presentation to the Hearing Dogs for the deaf. Judy said she would ask if a representative could come at the start of the next meeting to receive the donation. We will also take photographs and see if an article could be published in the Crowthorne Eye JO'R
Any monies raised from now will be banked until a decision is made about fund-raising.

It was also agreed that for the next meeting, Eleanor will seek out some more information about the Starburst charity, and Judy will do the same for BerkshireVision EL/JO'R

6. Review of Joint Venture Event

It was unanimously agreed that this event had been a great success and was well attended for a first event. Both PPGs from each practice thought it would be a good idea to do a similar event next year, and Andy will contact Carol Doran from Heath Hill Rd Surgery before September to take this forward AW-K

Andy reported that Carol had suggested Nutrition as a possible theme. Brenda put forward a suggestion that plans for Heatherwood Hospital would be of interest locally, and Andy suggested also a theme around medical conditions such as Diabetes or Heart Disease.

All group members are asked to consider these and any other ideas and give their views to Andy by the end of August ALL

7. PPG Forum meeting

Andy said he had circulated copies of the last meeting minutes to everyone. The next meeting will be on 7 July at Wokingham Town Hall.

Andy and Eleanor will be attending a meeting on 23 June to discuss the future of GP services, and will report back to the next meeting AW-K/EL

8. Treasurer's Report

Judy referred to the report which she had prepared for the AGM and it was noted that £1100 has been raised for the Hearing Dogs charity, and there is a small surplus in the bank. Judy was thanked for her fund-raising efforts.

9. Other Business

- Brian asked if anyone had further information about increasing costs of generic drugs once their licence period had elapsed. No-one had seen any reports of this, so Jane was asked to make enquiries with the GPs JC

- Jane reported on another standard which practices are required to meet by 31 July – the Accessible Information Standard. She will bring further information to the next meeting. JC

9. Date of Next Meeting

The next meeting will be held on Friday 9 September at 9.30 a.m

EL

27 June 2016