

New Wokingham Road Surgery Patient Participation Group

Minutes of the Meeting held on Friday 13th September 2024

Present:

Andy Wells-King (AW-K) – Chairman
Sue Honey (SH)
Brenda Metcalf (BM)
Mary Twomey (MT) - Treasurer
Jasmin Bushnell (JB) – Secretary

Garry Curran (GC)
Karen Markham (KM)
Judy O'Regan (JO'R)
Noel Twomey (NT)

Laura Dalwood (LD) Surgery Representative

1. **Apologies:** Sally Abbott, David Broderick and Michelle Henderson

2. **Minutes of the Meeting** held on Friday 2nd August 2024 were approved.

3. **Information from the Practice**

Before LD gave her report, GC said that there were some names of doctors on the Friends and Families reports he did not recognise. LD stated that they were the names of regular Locums used at the surgery, namely: Dr, Moodley, Dr Denny and Dr Robertson.

BM stated that she had given a lift to a lady through “Good Neighbours” who was having chemotherapy at Wexham Park and thought this was an awful journey for cancer patients to make and wondered if perhaps they could get this at Brants Bridge or nearer home. LD said that Wexham Park was an East Berks place and it seems this is the place allocated to our area for chemotherapy.

- **New Starters/ Leavers**

- Kate Glead – has now left the reception team.
- Annie Patey - joined our reception/admin team.
- Karen Peard – joined our reception/admin team .
- Rachel Legg – currently receptionist will also now be joining Practice Manager Jane Kirkwood to offer admin support.

- **Call volumes**

- In June 2024 we had 5300 inbound calls with an average queue time of 2 mins 16 secs.
- In June 2024 we received 230 callback calls and made 1837 outbound calls.
- In July 2024 we had 5809 inbound calls with an average queue time of 2 mins 36 secs.
- In July 2024 we received 227 callback calls and made 1972 outbound calls.
- In August 2024 we had 4517 inbound calls with an average queue time of 1 min 59 secs.
- In August 2024 we received 110 callback calls and made 1754 outbound calls.

- **Current patient list size**

- 9579 registered patients in June 2024. This is an increase of 79 new patients registered since June 2024 (just over 2 months) alongside plenty of patients moving out of the area and being de registered.

- **TIPS DAY** (Staff training half day) 12th September 2024.

- **Lorna Waite** - A Designated Nurse for Safeguarding Children and Looked After Children & **Kathy Kelly**, Head Safeguarding Adults from the BOB ICB Safeguarding Team kindly agreed to meet with us to provide us with an update on safeguarding.

- **Surgery BP Pod**
- We now have a new digital height rod to help with height & BMI recordings attached to the surgery BP pod and weight machine. This will now allow all patients to add their height, weight, BP and BMI to their patient medical records without the need for an appointment with a clinician.
- **AGM October 2024 meeting details:-**
- Now added to Facebook and surgery website and posted on surgery PPG noticeboard
- Surgery newsletter
- Now added to Facebook and surgery website and placed paper copies
- **Flu, Covid & RSV vaccines:-**
- We currently do not have organised dates for Covid and Flu clinics but we are expecting these to be held in October. RSV vaccines:- we also do not currently have any information when we will receive these.

4. **Handrail**

BM informed the meeting that she had been regularly taking a lady to the surgery with “Good Neighbours” who had difficulty walking and found it difficult to walk up the slope even with a wheeled walker. The lady in question wondered if it would be possible to put in a handrail for people like herself who found the steps and slope difficult. LD said she would certainly take this back to the surgery as it was a very good suggestion.

Action LD

5. **Matters Arising from the last meeting:-** There were none.

6. **Treasurer’s Report**

MT stated that £200 has been paid for the Morgan Centre for next year’s Health Event. We now have a float of £200 and £244.75 in the bank (minus the float). Since the last meeting, we have raised £51.20 from Walks and £69.11 from books. Since May 2023 we have raised £959.41 from the sale of books.

Extra Item - Charity

The surgery had been asked if there was anything they needed from our charity monies. LD said there was always something the surgery needed but all there, felt it was not the way to spend the money and would like it to go to a real charity. GC said we should think about the size of the charities and how it would or wouldn’t impact them. SH suggested a yearly or six month review to give to smaller charities and possibly a suggestion box at the surgery. KM suggested Gift Aiding but it was felt it would be difficult to do as a group. It was suggested that we list the charities we have supported in the past for the surgery notice board with amounts raised. MT will look into this and change the information on the notice board when she has the information.

Action MT

7. **AGM**

The Royal British Legion have confirmed **Wednesday 7.30pm on 23rd October 2024 at 7.30pm** for our AGM. LD has advertised the date on social media and the surgery notice board. The Chairman and the Treasurer will report. The next ordinary meeting will take place immediately after the AGM.

8. **Health Event**

”What Can Crowthorne Do for You”

The original proposed date of 3rd April has now been changed to Tuesday 8th April 2025 and the Morgan Centre has been booked for that date from 6.30 pm to 10.00pm

SH has approached the following and all four have agreed to provide a speaker.

- a) Simon Shaw from Healthwatch (Healthwatch have covered the insurance in the past and **SH** is going to confirm with Simon as to whether they will still do this for the next meeting.)
- b) Marta Fischer from NHS BOB.
- c) Someone from Talking Therapies.
- d) Olga Zilberburg from “The Missing Link”.

SH will suggest to them that they speak for fifteen minutes each after which those attending can ask one to one questions to them at the end. **Action SH**

Stand holders to be asked from:- COATS, Good Neighbours, The Crowthorne Minibus, A Social Prescriber (contacted through the Surgery), Two Sisters Café, Crowthorne Library and Chris Price who is the Digital Inclusion Officer for WBC.

Regarding distribution of posters; - as in past events, we will ask shops in the High Street and Library to display posters and SH will advertise on social media.

Refreshments of Tea/Coffee and biscuits will be provided free but it was suggested that a donation box be put on the counter for our charity collections.

AW-K, SH, NT and MT will arrange a date to go to the Morgan Centre to make a plan of where each stall will be placed.

9. **Any Other Business**

The Chairman wished to record thanks to Brian Bushnell for repairing and fixing to the wall the small bookcase at the surgery which had been broken.

10. **Date of Next Meeting:** Wednesday 23rd October 2024 immediately after the AGM.

The Meeting finished at 11.15am

JB 13.09.24