

New Wokingham Road Surgery Patient Participation Group

Minutes of the Meeting held on Wednesday 23rd October 2024 following the AGM

Present:

Andy Wells-King (AW-K) – Chairman
David Broderick (DB)
Karen Markham (KM)
Judy O'Regan (JO'R)
Noel Twomey (NT)

Sally Abbott (SA)
Sue Honey (SH)
Brenda Metcalf (BM)
Mary Twomey (MT) - Treasurer
Jasmin Bushnell (JB) – Secretary

Simon Shaw - Healthwatch

1. **Apologies:** Garry Curran, Michelle Henderson and Sheila Dinan.
2. **Minutes of the Meeting** held on Friday 13th September 2024 were approved.
3. **Matters Arising:** There were none
4. **Information from the Practice** sent by email was read out by the secretary in the absence of surgery representatives.
 - *New Starters/ Leavers*

Laura officially left on the 20th of September and is now enjoying life in Cornwall with her mum
Karen has left the surgery and is looking for something more suitable for her.

- *Call volumes*
 - 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
 - In September 2024 we had 5607 inbound calls with an average queue time of 2 min 6 secs
 - In September 2024 we received 187 callback calls and made 2226 outbound calls
- *Current patient list size*
 - 9576 registered patients in June 2024. This is a decrease of 3 patients since August 2024 (just over 2 months).
- We have an upcoming TIPS DAY (Staff training) on the 6th of November 2024
We have someone from the charity Cranstoun coming in for a talk about domestic Violence
- *Surgery newsletter*
 - Now added to Facebook and surgery website and placed paper copies
- *Flu, Covid & RSV vaccines*

We have completed 2 Saturday flu and Covid clinics and will be having the final one Saturday the 26th.
We will be doing catch up clinics for patients who were not able to attend. These will be done throughout the coming weeks.

Other:

We are still looking into getting a handrail for the side exit of the surgery.

AW-K then read out an email he had received from the Practice Manager, thanking the PPG for all they do.

5. **Treasurer's Report**

As of 21st October 2024 the balance in the bank totalled £307.00.

Since the last meeting, we have raised £24.00 from Walks and £38.25 from books.

Since May 2023 we have raised £959.41 from the sale of books. Since May 2023, £977.66 has been raised on books alone.

6. **Health Event**

"What Can Crowthorne Do for You" - Tuesday 8th April 2025 at The Morgan Centre (The Centre is booked 6.30pm to 10pm).

AWK, SH and NT will be meeting on 1st November 2024 at 11am at the Morgan Centre to plan the layout for the event.

SH confirmed the following four have agreed to provide a speaker.

- a) Simon Shaw from Healthwatch
- b) Marta Fischer from NHS BOB.
- c) Someone from Talking Therapies.
- d) Olga Zilberburg from "The Missing Link".

They have agreed to speak for ten to fifteen minutes each.

Stand holders to be asked at a date nearer the event 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.

Simon Shaw will confirm extended Public Liability cover for the event. **Action: Simon Shaw**

7. **Charity**

It was suggested and agreed that every £500 raised we would choose a new charity to donate to. As it has been mentioned on more than one occasion, it was agreed to start with Thames Valley Air Ambulance nominated by SA. After this we will take it in turns to nominate another charity.

8. **Newsletter**

AW-K asked everyone to email him if we had any suggestions to add to the newsletter. So far suggestions are:- The Flu and Covid clinics, the new charity, a reminder about books for sale and also the blood pressure machine.

9. **N.A.P.P Fees**

Our renewal to N.A.P.P is due in March 2025. However they have raised the fee from £40 to £80 this year. Simon Shaw said that they do not offer much for the cost and nothing comes from the NHS. All agreed that their news was just "chat" from other PPG's and that the money could be better spent elsewhere. It was agreed not to renew in March 2025.

Action: MH/Surgery

10. Any Other Business

A) *The Covid/flu clinic – Saturday 26th October 2024*

The surgery had requested three volunteers and the following were allocated to these time slots:-

8.15 to 9.45	Sue, Jasmin and Brian
9.45 to 11.15	Brenda, Andy and Maureen
11.15 to 12.15	Sally, Karen, David

B) *Surgery Car Park*

SA reported that she had heard complaints about the surgery car park being very uneven and causing patients with disabilities problems. AW-K will pass this message on to the surgery. **Action AW-K**

C) *Healthwatch*

Simon Shaw reminded us that Healthwatch had asked us for views on GP Access. The report is now out and he will forward this to AW-K. **Action: Simon Shaw**

D) *Hospital discharge letters*

DB brought to our notice that a hospital discharge letter for his wife had not been seen by a doctor. The letter had asked for his wife to be referred to another department but it was only when they had called the surgery on another matter, that it was discovered that a doctor had not seen it. DB was worried that more letters may not be seen by a doctor. AW-K will check with Michelle Henderson how this could happen.

Action: AW-K

E) *Appointments with specific doctors*

NT asked if it was still possible to get an appointment with a specific doctor. The general consensus was that you could, if you are willing to wait. AW-K will confirm with the surgery.

Action AW-K

11. Date of Next Meeting: Friday 24th January 2025. At the usual venue. To be confirmed.

The Meeting finished at 8.25pm

JB 23.10.24