

## New Wokingham Road Surgery Patient Participation Group

### Minutes of the Meeting held on Friday 24th January 2025

#### Present:

Andy Wells-King (AW-K) – Chairman  
David Broderick (DB)  
Sue Honey (SH)  
Mary Twomey (MT) - Treasurer  
Jasmin Bushnell (JB) – Secretary

Sally Abbott (SA)  
Garry Curran (GC)  
Judy O'Regan (JO'R)  
Noel Twomey (NT)

Michelle Henderson (MH) & Sue Dyes (SD) - Surgery Representatives    Simon Shaw - Healthwatch

1.     **Apologies:** Brenda Metcalf & Karen Markham
2.     **Minutes of the Meeting** held on Wednesday 23<sup>rd</sup> October 2024 were approved.
3.     **Matters Arising:** There were none,
4.     **Information from the Practice**

- **New Starters/ Leavers**

Lisa Osman joined our reception/admin team

- Welcoming Helen Chang back as a phlebotomist – blood test requests continue to outstrip demand a lot of the time, and we then offer the Swift Queue service where possible, but our patients often say they are happy to wait for an appointment with us! So, we have recently welcomed back Helen to help with this. Helen started on 10 January and has a Friday morning clinic. We may look into the possibility of her adding other clinics with us.

- **Call volumes**

- In October 2024 we had 4,677 inbound calls with an average queue time of 3 min 3 secs
- In October 2024 we received 241 callback calls and made 2,244 outbound calls
- In November 2024 we had 3,557 inbound calls with an average queue time of 2 min 58 secs
- In November 2024 we received 209 callback calls and made 1,587 outbound calls
- In December 2024 we had 3,554 inbound calls with an average queue time of 3 min 37 secs
- In December 2024 we received 252 callback calls and made 1,379 outbound calls

- **Current patient list size.** 9615 registered patients in January 2025. This is an increase of 39 patients since August 2024 (just over 4 months).

- **Surgery newsletter.** Now added to Facebook and surgery website and placed paper copies

- **Check in screen.** Multimedia TV / Caller ID system & Check In System – This has been broken since before Christmas. We spent some time trying to get it fixed with the supplier and our IT team, but it wasn't possible. We therefore need to purchase a replacement. This unfortunately is taking time to order as we need to get this right and the partners need to approve. This is creating additional work for both clinicians (collecting patients) and reception team (having to check every patient in manually). Please bear with us.

JO'R asked if there was any further news on the surgery car park situation and MH stated that this was still under review and they are also discussing where to put a handrail at the front of the building.

GC asked if there was a limit on the amount of patients NWR can register and MH said that there wasn't currently but a limit may have to be thought about.

Simon asked if NWR had patients from the travelling community and whether they had to register. MH and SD said there were quite a few and they did have to register. Most of them stay in the area.

GC worried that our good service surgery will break down with so many patients and Simon said that all the Practices he sees are under the same pressure. NT asked Simon if there was any kind of "red flag" system for the overload of patients at any one surgery. Simon will look into it. **Action:- Simon Shaw**

SD wanted to add the surgery's thanks for the Mince Pie and Sherry afternoon and said it was a great success.

## 5. Treasurer's Report

The balance in the bank currently stands at £409.80. Since the last meeting, we have raised £83 from Walks and £19.80 from books. We have raised a total of £1017.46 on books alone since May 2023.

MT will investigate changing banks as our current bank is now charging £4.25 per month for our business account.

## 6. Health Event

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

AWK, SH and NT met on 1<sup>st</sup> November 2024 at the Morgan Centre to plan the layout for the event. SH had provided a plan layout which includes a seating area for 42 people

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

- a) Simon Shaw from Healthwatch
- b) Marta Fischer from NHS BOB. (SH will remind her again when they meet next week)
- c) Olga Zilberburg from "The Missing Link".
- d) Talking Therapies will have a stand and maybe a speaker.

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

SA will now approach COATS to have a stand. MT and NT will approach Sue Hester of Good Neighbours to have a stand. A Social Prescriber will be present (through the Surgery).

Other Stands approached include:- Green Tangerine, The Crowthorne Minibus, Crowthorne Library and Chris Price the Digital Inclusion Officer for WBC.

SH asked if the surgery could supply a list of services via the surgery that patients have access to.

**Action: MH**

Simon Shaw stated that Healthwatch will not be able to cover extended Public Liability for the event.

Therefore MH will ask Jane at the surgery if NWR can cover us for insurance for one day. **Action: MH**

AW-K and SH will liaise to set out posters for the event ready for March distribution.

Posters will also be put on the Surgery Noticeboard and added to Facebook.

Healthwatch (via the office) will be asked if they are able to print the posters.

**Action AW-K**

MT suggested we might be able to get someone from the High Street to sponsor us. SA suggested we try solicitors or estate agents as the small shops are struggling.

**7. Newsletter**

The newsletter is out and everyone agreed looks good.

AW-K asked everyone again to let him know if we had any suggestions to add to future newsletters.

SH suggested that a contacts list be added after our Health Event in April.

**8. Any Other Business**

a) MT asked if the surgery might consider having a blister pack collection point. Currently there are collection points at places such as Superdrug or Boots but nothing locally. MH said she would ask at the surgery. **Action MH**

b) GC stated that he knew of a patient who had recently transferred to NWR surgery and at the same time transferred his medical records to the NHS App. This apparently had not worked entirely. When the patient asked at the surgery he was told it had nothing to do with them. It became apparent that one has to re-register the NHS App when changing surgeries. GC asked if the receptionists all know of this process. MH and SD said all know this and are not sure how it wasn't relayed to the patient.

9. **Date of Next Meeting:** Friday 7<sup>th</sup> March 2025. At the usual venue. To be confirmed.

The Meeting finished at 10.55am

**JB 24.01.25**