

New Wokingham Road Surgery Patient Participation Group

Minutes of the Meeting held on Friday 14th March 2025

Present:

Andy Wells-King (AW-K) – Chairman
Garry Curran (GC)
Judy O'Regan (JO'R)
Brenda Metcalf (BM)
Noel Twomey (NT)

David Broderick (DB)
Sue Honey (SH)
Karen Markham (KM)
Mary Twomey (MT) - Treasurer
Jasmin Bushnell (JB) – Secretary

Sue Dyes (SD) & Sheila Dinan - Surgery Representatives

1. **Apologies:** Sally Abbott
2. **Minutes of the Meeting** held on Friday 24th January were approved.
3. **Matters Arising:** There were none,
4. **Information from the Practice**

- ***New Starters***

Chloe will be joining us on the 19th of March as a new afternoon receptionist. Sheila is continuing to interview for another morning receptionist to join the team.

Jane would like to thank all staff for their continuing hard work, especially over the last few months which has seen an increase in everybody's work load.

- ***Call volumes***

In February 2025 we had 5,528 inbound calls with an average queue 3 mins 39 secs

In February 2025 we received 321 callback calls and made 1,993 outbound calls

- ***Current patient list size***

9622 registered patients in February 2025. This is an increase of 7 patients since January 2025.

- ***Covid Spring Boosters***

The Covid Spring Boosters will now start the 1st of April for the over 75's. These will be delivered weekly and will be done during clinic times as the Doctors didn't see the need for a Saturday clinic.

- ***Check in screen and Multimedia TV/Caller ID Systems***

Multimedia TV / Caller ID system & Check In System. This has now been installed for 2 weeks and has taken the pressure off our busy reception team. It also gives you the option to check in via QR code/mobile phone. We have decided to rent this equipment rather than purchase. This gives us peace of mind knowing we are covered for replacements and always have access to a Technical Support Team.

5. **Treasurer's Report**

The balance in the bank currently stands at £554.73. Therefore MT can now send £500.00 to our currently nominated charity, Berkshire Air Ambulance. Since the last meeting, we have raised £65.00 from Walks and £84.18 from books. We have raised a total of £1101.64 on books alone since May 2023.

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).

SH had compiled an update on all arrangements made so far and these were handed around. (Please see attachment).

BM said Sue from Good Neighbours had mentioned to her that she was worried about taking part at our event as currently they do not have enough drivers and that they might be overloaded with requests. It was noted that we could advertise that more drivers are needed.

SH said that she had not been able to find a contact for the Crowthorne Mini Bus but **GC** said he had information on this and will pass to SH. **Action**

SD said we could also promote Pharmacists and what they can do.

It was agreed that no Private (paid for services) would be considered for the evening.

A risk assessment is required before the event and **AW-K, SH and NT** will do this together. **GC** will be reserve for Noel if needed. KM said she had recently done a risk assessment for another and would send that information to SH to compare what is required. **Action**

SH said she is trying to arrange to have slides at the back of the hall with information going on during the evening.

During the evening itself:-

MT, BM and KM will organise Teas and Coffees in the kitchen.

JB will buy Tea/Coffee/Sugar and Milk to be reimbursed by the surgery. (**SD/surgery**).

It was agreed that a dish would be left at the hatch for donations to our current charity.

DB will be on the door and do a count for the risk assessment.

JO'R will be manning the leaflets stall.

AW-K will announce the speakers (and point out fire escapes.)

We all aim to arrive at **6.30pm** to set out tables and chairs. **Action**

7. Any Other Business

- a) A PPG badge was requested for KM. **Action SD/Sheila**
- b) AW-K stated that he would not be standing as Chairman at the next AGM in October after 15 years in post and hoped that someone else would be willing to take this post on. He also stated that he would be willing to stay on the committee and carry on organising the walking group.
- c) GC brought to our attention that one of the book shelves at the surgery needs repairing. KM offered her husband to look at it with a view to repair. **Action KM**

8. Date of Next Meeting: Friday 23rd May 2025.

The Meeting finished at 10.30am

JB 14.03.25