

New Wokingham Road Surgery Patient Participation Group

Minutes of the Meeting held on Friday 23rd May 2025

Present:

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

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

Simon Shaw (SS) – Healthwatch

Sue Dyes (SD) & Annie Patey (AP) - Surgery Representatives

1. **Apologies:** Garry Curran, Karen Markham, Brenda Metcalf
2. **Minutes of the Meeting** held on Friday 14th March 2025 were approved.
3. **Matters Arising: There were none**
4. **Information from the Practice**

SD introduced Annie to the group.

DB asked if Dawn was better and SD said she was now back at work after her sick leave.

• **New Starters**

Bianca joined us on the 1st of May as a new morning medical receptionist. She has spent the last 5 years working as a receptionist at another local Doctor's surgery and brings across a wealth of experience and knowledge.

We will have a new PCN clinical pharmacist starting with us in mid-July, who will be working alongside Dot.

As I'm sure most of you are aware now, we would like to welcome a new partner to the surgery.

Dr Christine Carter will be joining the surgery on Monday 2nd of June, the partnership will be shared equally between Dr Evans, Dr Bishop and Dr Carter, enabling them to share the workload.

Maxine our Finance Manager will be retiring at the end of May, after being with us for 12 years. Jennie has been working alongside her and is ready to step into her shoes!

Jane would also like to congratulate Sheila who has just completed 20 years of service with us on the 9th of May!

• **Call volumes**

- In March 2025 we had 6,192 inbound calls with an average queue 4 mins 50 secs
- In March 2025 we received 470 callback calls and made 2,153 outbound calls
- In April 2025 we had 6,176 inbound calls with an average queue 4 mins 14s
- In April 2025 we received 354 callback calls and made 2,214 outbound calls

• **Current patient list size**

9626 registered patients in May 2025. This is an increase of 4 patients since March 2025.

We are carefully monitoring the list size as part of our strategic business development plan.

- **TIPS Afternoon**

We will be closed on the afternoon of Wednesday 25th June for our annual mandatory resus training, which will take place here at the surgery.

- National Receptionist Day was on the 14th of May, hope you have all seen the video – very impactful!
- Jane missed National Nurses Day which was on 12th of May, but it's in her diary for next year!!
- We've now learned there is a National Doctors Day too. The management team like to recognise the hard work and dedication of our team, so these National recognition days are very welcome!

- **Spring Covid Vaccination Scheme**

Vaccinations are still taking place throughout the week. Additional clinics have been added to cope with the uptake.

5. Treasurer's Report

Since the last meeting, we have raised £71.00 from walks and £67.33 from books. MT paid for the Morgan Centre for hall hire for our event and has been reimbursed by the surgery. The £200 deposit has been returned from the Morgan Centre hire. Unfortunately, we have now been charged £4.25 twice, in service charges by the bank. MT continues to look for a better banking option. MT has now sent £500.00 to our currently nominated charity, Berkshire Air Ambulance and has received in return a lovely letter of thanks.

6. Health Event Feedback and Leaflet

"What Can Crowthorne Do for You" was held on Tuesday 8th April 2025 at the Morgan Centre. AW-K felt that the event went well but it was a pity about the numbers through the door. He said there are things we have learnt from it. Comments heard from attendees included:- from SA -"It's OK if you are computer literate" and one gentleman left before the COATS speaker which she felt was the most relevant to the event. From SH – If updating the leaflet it was suggested leaving out the Library events as they are not active all of the time. Also a daytime event may be better as older people do not like going out in the evening. The Leaflet is now on the surgery Website.

A discussion was held on whether it would be possible to visit the surgery waiting room during open hours to ask patients what might be a useful topic for our next event and at the same time promoting the PPG. AW-K will ask Jane if this would be possible. NT asked if the surgery might be able to direct us to a target patient list to ask what they would like. JB suggested a handout leaflet at the October Flu & Covid clinics. This could promote the PPG and ask what patients would like to have for our next event, although it was realised that a lot of photocopying would be needed. Alternatively, MT suggested our information could be put onto an easel at the Flu and Covid clinics and ask patients if they would like to talk to one of our group.

Action AW-K

7. Proposed New Charity

Suggested charities were Berkshire & Lowlands Search and Rescue (BLSAR), The Cowshed, Sebastian's Action Trust. It was agreed that BLSAR should be our next charity for the next £500 raised.

8. October AGM, Replacement Chair and Constitution

AW-K stated that we used to have our AGM's in the daytime but all present agreed that evening meetings at the Royal British Legion made the gathering more sociable and it is a nice venue. Therefore AW-K will approach the RBL to ascertain if we can use their facilities on Wednesday 22nd October 2025 from 7.30pm. (Wednesday is the only evening the RBL Club is not in use).

Action: AW-K

Having previously made it clear that AW-K will not be standing as Chair after the AGM and as yet no one has volunteered to take on the position, JB asked if the group could continue without a Chairperson. SS said there were no reasons why we couldn't continue with a floating Chairperson, and each take a turn as the Chair. Some thought this would be difficult as there would be no point of contact with the surgery but JB said that the Secretary could be the point of contact.

Since we no longer pay to be affiliated to NAPP, JB pointed out that there was an item in the Constitution which states "No alteration shall be made that would cause the group to cease to be attached to NAPP". AW-K said this was because originally our Constitution had been written by copying the NAPP constitution and can be amended at the next AGM.

9. New Group Photograph

It was suggested that a Sunday afternoon would be a good time to have a summer photograph of the group. The proposed date would be Sunday 13th July at 12.30 outside the surgery. Hopefully most of the group can be there and if not, an individual photo of those missing can be added digitally. Please confirm to the secretary if you are available.

Action: ALL

10. Any Other Business

- a) DB asked if patients can still choose to see any Doctor, now that Dr Carter will be joining the surgery. SD said that patients can indeed choose to see who they wished to.
- b) AW-K has written to Jane to ask whether Dr Carter would like to meet the PPG. It is hoped we will be able to meet with her although she will have a Friday morning Clinic.
- c) AW-K advised SH that the new drafted Newsletter is good to print and to add to the Website, Facebook and surgery notice board. SS said that his Healthwatch leaflet on the NWR PPG was in draft form but when finished we can do anything with it that we wish to.

11. Date of Next Meeting: Friday 8th August 2025.

NOTE: At the end of the Meeting, it was suggested that an idea for the next Event might be Dementia as this is in the news quite a lot at present.

The Meeting finished at 10.55am

JB 23.05.25