

New Wokingham Road Surgery Patient Participation Group

Minutes of the Meeting held on Friday 22nd August 2025

Present:

Andy Wells-King (AW-K) – Chair
Garry Curran (GC)
Karen Markham (KM)
Judy O'Regan (JO'R)
Noel Twomey (NT)

David Broderick (DB)
Sue Honey (SH)
Brenda Metcalf (BM)
Mary Twomey (MT) – Treasurer
Jasmin Bushnell (JB) – Secretary

Sue Dyes & Sheila Dinan - Surgery Representatives

1. **Apologies:** Sally Abbott & Simon Shaw (Healthwatch)
2. **Minutes of the Meeting** held on Friday 23rd May 2025 were amended as follows:
Item 5. Treasurers Report should read Thames Air Ambulance and not Berkshire Air Ambulance. There was also a change of meeting date to today from 8th August. The Minutes were then approved.
3. **Matters Arising:** There were none
4. **Information from the Practice**
 - **Darshna Modha** has recently been recruited by our PCN. She is a Clinical Pharmacist. We now have two Clinical Pharmacists. (Dot Lucas is our other pharmacist). Like Dot, Darshna will work for both surgeries within our PCN. Darshna and Dot work one day a week at our surgery and also work various extended hours surgeries during the week, remotely.
 - We have a new regular GP Locum. Her name is Dr Sarah Green, who is lovely and liked by both patients and staff. She has been working one day a week in July, and will also continue to locum for us throughout the summer holidays and (hopefully) beyond.
 - **Mounjaro as a weight loss aid**
Our local ICB (BOB Integrated Care Board) has recently given us the opportunity to sign up to a new locally commissioned service – Obesity Management in Primary Care. Our partners have decided to sign up to this new service. The criteria for Year 1 is very strict (which is out of our control). Patients must be over 18 with a BMI of 40+ or 37.5+ if from a Black, Asian or other minority ethnic background. Patients must also have four or more weight-related health conditions, such as type 2 diabetes, hypertension and heart disease.

- **Online Consultation Tools**

From 1 October 2025, there will be some changes to the GP Contract.

Under the new contract, all GP practices will be required to give patients the option to submit non urgent medical requests throughout the day whilst we are open (ie. 8am – 6.30pm), regardless of appointment availability. The current online consultation side of our website (called ‘Footfall’) does not meet this new requirement, so we will need to move to a new provider. (Currently, Footfall is used by patients to request – amongst other things – repeat medications, prescription queries, sick notes, new patient registrations).

- **BOB ICB** (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board) will be funding a new online consultation tool which will meet the requirements, so we will be switching to that from October 2025. It is called Accurx Total Triage. We are already using Accurx to send text & email messages, so it makes sense to use this new triage facility.

In the meantime, management are discussing how we can safely move forward with this new online consultation tool.

We will of course ensure that our phone lines stay open during core opening hours, and we want patients to be able to phone to make an appointment still, if that is their preference.

- **Community Wellbeing Health Checks**

We have recently sent out invitations to 1,932 eligible patients to book a community wellness check. These checks are designed to help lower the risk of heart disease, stroke, diabetes, kidney disease and dementia. They are not offered at the surgery, but at various locations throughout the local area. A link is included within the text invite.

- **Covid Vaccination** Autumn/Winter 25 Programme due to commence on 1st October 25. It will soon be that time of year again. As usual, we will be organising Saturday clinics for Covid & Flu immunisations. Once the summer holidays are over, we will start to organise these. As always, we would value the PPG members help with these please.

- As mentioned when **Dr Carter** joined, she is open to meet with the patient group to have some introductions. Logistics however may be an issue. Jane will revisit this possibility with her in Sept/Oct.

- **Call volumes**

- In June 2025 we had 5,414 inbound calls with an average queue 3 mins 30 secs
- In June 2025 we received 230 callback calls and made 2,019 outbound calls
- In July 2025 we had 5,731 inbound calls with an average queue 2 mins 22s
- In July 2025 we received 201 callback calls and made 2,463 outbound calls

- **Current patient list size**

9,717 registered patients in July 2025. An increase of 91 patients since May 2025.

5. Treasurer's Report

There is currently £595.67 in the bank. (which includes £200 float). Unfortunately, the bank charges since May have been £13.25. MT will talk to Barclays about this. Since the last meeting £90 has been raised from Walks and £130.36 from books. £13,000 has been raised since 2023.

Action MT

6. Health Event

AW-K had been giving thought to the subject for our next event and thought we should concentrate on Dementia as it is being spoken about frequently. One of our doctors, possibly Dr Carter and our paramedic Amy both who have an interest in dementia, might like to be one of our speakers. A short discussion on when to hold the event came to the conclusion that September 2026 may be a good time. April being too soon to organise but September still having the lighter evenings before winter sets in.

7. AGM

The date for the AGM is set for 22nd October 2025 at 7.30pm and to be held at The Royal British Legion, Crowthorne. A discussion was held on whether an AGM was still required as PPG's are now not a requirement. It was agreed that we still need to have the AGM to allow any new people to attend or join the PPG. It was also agreed that this needs to be an evening to allow younger people to attend who may be working in the daytime. JB will contact Jane to have notices put up in the surgery and on the website to advertise.

Action JB

As AW-K had previously wished to stand down as Chairman and as yet there was no interest from anyone to take over, he stated that he would be happy to remain in post if there was a Vice Chair. GC and SH initially volunteered to be Vice Chair but there were problems attached with both submissions on their part. We discussed the fact that all within our group have our own strengths and would all be responsible for a certain area of help. SH who had recently done excellent work in organising our last event, agreed to be a second recipient for emails outside of our own PPG. BM agreed to co-ordinate Covid/Flu Clinic volunteers and JO'R agreed to co-ordinate Sherry and Mince Pie party volunteers. JB continues to co-ordinate library volunteers.

8. BOB – ICB

An email had recently been received from Tony Lloyd regarding his reply to news of reorganisation of the Integrated Care Board. All agreed that the information from BOB and Tony Lloyd's reply was very long winded and all present felt that as a PPG it doesn't affect us much.

9. Any Other Business

- a) SH circulated some work she had done after a request from MT for a library poster and some graphs showing monies raised, to put up at the surgery. Some thought the Library poster a little to 'wordy' and should be condensed. AW-K will do this. A "Where the Money has gone" poster was chosen to display.

Action AW-K

A short discussion was held as to whether to raise the donation for books but it was agreed to just change the wording to "suggested donation 50p" as some people already put more into the collection pot and we want to encourage people to buy.

BM offered to do colour printing of posters and MT offered a laminator if required.

- b) SH will add photos of KM and GC to the group photo that was taken during the summer which will then go up on the surgery notice board. SH also informed the group that she had signed up to CANBA, a free graphic design account to process the photos.

10. Date of Next meeting.

It was felt that there was no need to have another meeting before the AGM. So the next ordinary meeting will be held immediately after the AGM on 22nd October 2025.

The Meeting finished at 11.15am

JB 22.08.25