

New Wokingham Road Surgery Patient Participation Group

Minutes of the Meeting held on Friday 9th January 2026

Present:

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

Sally Abbott (SA) left at 10.15am
Garry Curran (GC) left at 10.30am
Karen Markham (KM)
Judy O'Regan (JO'R)
Noel Twomey (NT)

Sue Dyes and Sheila Dinan Surgery Representatives

1. Apologies: There were none.

2. AW-K welcomed Iain Maxwell -

Iain is Head of Business Support for Berkshire & Lowlands Search & Rescue Charity who was presented with our cheque for £500.00. Iain then gave a short talk on the Charity. This Charity has been in existence for 40 years and is now in its new format of a C10 Business Charity. They are primarily a Search and Rescue Team for Berkshire and are called on by Thames Valley Police when a vulnerable individual goes missing. All are trained volunteers, of which there are currently 74 with 15 support people. 24 people are needed for one search. It takes six months to a year to train a volunteer and they will join one of three teams, Foot Search Team, Drone Team or Water Team. Sometimes they will work with the Berkshire Dog Team. There is a high standard of medical care but this is not their primary service. In 2024, 82 searches were undertaken and 182 training exercises were carried out which equated to 13,000 hours of charity work. They also support the Fire Service with drones and integrate with other County Search & Rescue Teams. It costs approximately £30,000 in running costs per year and look for grants when a large item is needed. They have an equipment base in Wokingham. Our cheque for £500 was handed over by our treasurer and a photograph was taken to be used in their media and for the surgery news/notice board. Iain then left the meeting.

2. Minutes of the Meeting held on Wednesday 22nd October 2025 were approved.

3. Matters Arising: There were none

4. Information from the Practice

- We welcomed 2 new receptionists in December, Louisa & Dawn who are both settling in well and becoming part of the team.
- Fiona Dalton one of our practice nurses has decided to reduce her hours. After 16th January, she will no longer work alternate Fridays. We wish Fiona all the best with her adjusted working pattern.
- Our lovely Dawn has decided to drop her Wednesday each week, but will continue to work the other 4 days as normal.
- Recruitment continues – we currently have adverts out for a Practice Nurse (first interview 6th Jan), and an ARRS Salaried GP 4 to 6 sessions a week. We will share further updates once we begin the interview stages.
- You may not be aware that Sheila has recently taken on the role of our Surgery Carers Champion. She has already reached out to local carers organisations and attended her first Carers meeting at Wokingham Council on 4 Dec.

During the meeting, several attendees commented that many GP surgeries offer limited support to carers. When Sheila mentioned where she worked, three members of the group told her that our surgery has an excellent reputation and that both staff and GPs are known for being very helpful. This made Sheila incredibly proud – as it should!

Sheila was also asked whether her employers were supportive when her mum sadly passed away and she needed time off. She shared how amazing the support here had been – and this was formally minuted, as some surgeries unfortunately don't support their staff in the same way. Well done Sheila for representing us so brilliantly at your first carers' council meeting. In time, she hopes to organise regular carers' drop-in sessions, with help from local organisations.

- Annie – Phlebotomy. Annie will soon finish her training and is organising a date in January to get official sign-off from the BPS team at Ashford hospital. We can then work with Annie and the nursing team to organise regular phlebotomy clinics.
- Crowthorne Foodbank - Our surgery is now an official referrer to Crowthorne Foodbank. If we identify patients who may benefit from this support, we can then arrange a referral.
- Christmas Party – we would like to thank you for your help with the annual patients Christmas Party, I think you can all agree it was a swinging success, and with a special appearance by Dr Bishop on his keyboard on his day off!

- Call volumes
- In November 2025 we had 5,771 inbound calls with an average queue of 2 mins 52s
- In November 2025 we received 257 call-back calls and made 2,165 outbound calls
- In December 2025 we had 5,730 inbound calls with an average queue of 4 mins 1s
- In December 2025 we received 326 call-back calls and made 2,224 outbound calls
- Current patient list size is 9762, an increase of 45 patients since July 2025

NT asked how In-house pharmacy worked at the Surgery and Sue explained that prescriptions are reviewed not issued.

KM asked about the reliability of PSA tests. Sue and Sheila said that it was reliable, was always the first test for prostate cancer and there had been no negative reports at the surgery.

BM asked if there was a provision for Parkinson's. At present, there is no specialist at the surgery, although Dr Carter does not have a specialist subject at present.

SH asked about Dementia reviews. Sue and Sheila explained that Amy, Dawn and Julie carry out these reviews.

Note – SH was actually trying to find out if anyone at the surgery covered this area and whether they would be interested in being a guest speaker at the next Health Event in September.

5. Treasurer's Report:

Since our last meeting, £59 has been raised from walks and £32.29 raised from books. There has been £12.75 in bank charges. The current bank balance is £745.30. The £500 cheque to Berkshire & Lowlands Search and Rescue will be deducted from this once cashed. Since May 2023, book sales have raised £1538.81.

6. Constitution

The Constitution was reviewed and changed accordingly. A copy of the revised Constitution will be forwarded to the Practice Manager at the surgery.

ACTION: JB

7. Next Charity

Following the talk today from Iain Maxwell, a few people present felt we should donate again to the very worthwhile charity of the Berkshire & Lowlands Search & Rescue. Other suggestions today were the Lowlands Dog Rescue Team, Crowthorne Foodbank, Alexander Devine Hospice, Thames Valley Air Ambulance. Suggestions at previous meetings were The Cowshed and Sebastian's Action Trust. MT stated that we raise approximately £1000.00 per year and AW-K said we can make two donations a year. The next donation can be decided when the next £500 is achieved.

8. Health Event – Dementia – Tuesday 29th September 2026.

SH stated that she has more links to contact for this event. Rowberrys Solicitors and Crowthorne Insurance in Crowthorne High Street do talks/presentations on how to look after yourself before Dementia sets in. SA asked if we would be inviting groups to talk on Carers also but it was felt that numbers of speakers/representatives could get out of control. It was decided that there was too much to consider at the meeting this morning, therefore a separate meeting was arranged for **Friday 20th February at 9.30am** at the usual venue.

9. Any Other Business

- a) It is noted that Simon Shaw has handed in his notice to Healthwatch.
- b) KM stated that Bucklers Park Community Hub appear reluctant to hire free, but thought that we might try to contact them if we need to hold our meetings elsewhere. This to be discussed at the next meeting.

10. Date of Next meetings

Health Event Meeting:- Friday 20th February

PPG Meeting:- Friday 20th March 2026.

The Meeting finished at 11.30 am

JB 9/1/2026
Amended 16/1/26