

New Wokingham Road Surgery Patient Participation Group

Minutes of the Meeting held on Friday 21st August 2026 at 9.30am

Present:

Andy Wells-King (AW-K) – Chair
David Broderick (DB)
Brenda Metcalf (BM)
Noel Twomey (NT)

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

Sue Dyes – Surgery Representative (left the meeting at 10.30am)

1. **Apologies:** Apologies were received from Garry Curran, Karen Markham and Judy O'Regan.

1a. Mary and Noel Twomey informed those present that, as from the next AGM, they would like to step down from the group due to family commitments.

2. **Minutes of the Meeting** held on Friday 22nd May 2026 were approved.

3. **Matters Arising:** There were none

4. **Information from the Practice.**

- We are sorry to share that Dr Büttner will be retiring at the end of September 2026. Dr Büttner joined the practice in October 2002, so has been caring for patients at New Wokingham Road Surgery for over 24 years. We will miss her very much, but we are also delighted to confirm that Dr Büttner has kindly offered to work with us a locum GP occasionally, so we will all still see her from time to time.
- We are delighted to confirm that Dr Dawn Whiteley will be joining shortly as a salaried GP. We have yet to agree a start date.

We have also started the recruitment process to replace Dr Büttner.

- Covid/Flu Vaccination Autumn 2026 campaign
We are pleased to confirm that Covid and Flu clinics will take place again this October, we will update you nearer the time when we have confirmed weekend dates for the clinics.
- As Rachel prepares for maternity leave, we're very pleased to welcome Vikkie Dickinson to the practice as her maternity cover, Vikkie will be supporting Jane in the smooth running of the practice.

- We also have said goodbye to Marcela, one of our advanced nurse practitioners, who has left us for pastures new.
- GP Patient Survey Results – the latest GP Patient Survey results are now available, and once again our practice has performed extremely well.

For all but one of the survey questions, our results were either equal to or higher than the national average. The only question where we scored slightly lower related to being offered a choice of location for appointments, which is understandably difficult for us to compete with. If you'd like to view the full results or compare them with other local practices, please visit: <https://gp-patient.co.uk/patientexperience/results?code=K81080>)

- Phone call stats...
- In June 2026 we had 6,122 inbound calls with an average queue of 3 mins 40s
- In June 2026 we received 287 callback calls and made 3,220 outbound calls
- In July 2026 we had 5,903 inbound calls with an average queue of 3 mins 9s
- In July 2026 we received 221 callback calls and made 3,045 outbound calls
-

Current patient list size is 9807 a decrease of 39 patients since May.

5. Treasurer's Report:

MT handed everyone a balance sheet. Since our last meeting, £68 has been raised from walks and £105.76 raised from books. There has been £12.75 in bank charges. The current bank balance is £682.74 (inc. £100 float).

In relation to books at the Surgery, people are still leaving hard back books. Sue Dyes was asked if she could put up a larger notice saying, "No Hardbacks Please".

ACTION Sue Dyes

6. Health Event - Dementia – Tuesday 29th September 2026.

SH gave the group an all round update. Four presentations of 10-15 minutes each have been agreed. There will be nine stands in all, seven manned by the group's own people plus one leaflet stand on dementia and one PPG leaflet stand manned by one of our group. There are 42 seats to accommodate our guests. Sue Dyes will arrange for more posters/handout size of poster for SH and SA to distribute. SH suggested inviting the representative of Berkshire Search and Rescue to our AGM to hand over another £500 to the charity.

AW-K wished our thanks recorded to SH for taking on the planning of this event.

Posters still to be delivered: St John's Church – SA. Catholic Church and Duke Pharmacy – NT. JB will try to get the Baptist and Methodist church covered via the CTC secretary. AW-K has arranged a notice in the "Crowthorne Eye".

Jobs to cover on the night: AW-K – Announcer. SH – tech support. DB – on the door. MT – to bring Coffee. BM – buying Tea, Sugar and Milk. SA & JB – manning leaflets stands. (After the meeting Judy was added to manning the leaflet stands also)
Please all arrive at 6pm pm the evening to arrange the Centre. **ACTION: All**

7. AGM

As we have three people waiting to join the group, AW-K asked JB to email the current members to ascertain whether they would be re-standing at the AGM. The proposed date for the AGM is Wednesday 28th October at 7.30pm. AW-K will ask at the Crowthorne British Legion if that date is available.

ACTION: JB/AW-K

8. Any Other Business

Before Sue Dyes left the meeting, NT asked if the Receptionists could be clearer when stating an appointment time. Due to hearing problems, there was a missed appointment because a receptionist had said 9.15 and 9.50 was heard. Please could they say quarter past 9 or 10 to 10 or similar.

ACTION: Sue Dyes

There was a short discussion on where to hold future meetings and who would take on the position of Treasurer when MT leaves.
Suggestions for venues were given but it was felt that most places would need to be paid for. SA and BM would consider taking on the Treasurer role.

Would all think about this please and let AW-K have your thoughts.

9. Date of Next Meeting: After the evening AGM on Wednesday 28th October 2026 (to be confirmed)

The meeting finished at 11.15 a.m.

JB 21/8/2026