

# Woosehill Patient Participation Group

## Supporting the Doctors, Nurses & Staff of Woosehill Medical Centre

### Minutes for the Meeting on 12<sup>th</sup> September 2023 at 12:30pm

**Present:** Robin Swan (RS), Peter Fairman (PF), Jane Bingham (JB), Michael Taylor (MT), Sallyanne Steatham (SS), Alison Reed (AR), Rowena Beach (RB), & Marjorie McDonald (MM)

#### 1. Apologies

Keith Cattran (KC), Neil Hodgson (NH)

#### 2. Minutes of the last 2 meetings

The minutes of the meeting of 16<sup>th</sup> May were agreed & those of the second half of the meeting on 15<sup>th</sup> August. The main part of that meeting could not be agreed as the guests have been sent a copy (27<sup>th</sup> August) of this to ensure that their part was correct as they said it rather than our interpretation and as yet not one of them has replied.

#### 3. Matters arising

We have delayed finalizing the minutes of the main part of meeting on 15<sup>th</sup> August as no communication has been from the visitors. However, everyone did find it a very interesting meeting.

The Flu Clinic part is item 5 on this agenda so that is left till then.

#### 4. Topics for AOB

- New Area Meeting
- Health Watch - meeting

#### 5. Flu & Covid Clinics

- MM gave the Notices both A3 notifying that nothing else but the vaccinations are available today and the A4 ones for the PPG table & to go by the boxes for the questionnaires - These boxes to be supplied by RB. **(RB)**
- The Questionnaire with the altered back page was discussed noting that there are 3 options available - to email the PPG, to leave their email for someone to get back to them or to voice their concerns on the paper.
- A question about getting appointments was discussed, it would need to go near the beginning as question 2 onwards are about after arriving at the surgery. JB suggested that it was not needed as they would very easily put it on the back of the page.
- Thanks given to SS, JB & MM for putting this together.
- For the analysis of the completed questionnaires MM produced a 5-bar gate sheet so that it is easier to record answers before putting into the computer. It was thought that after all clinics are finished, we could go to the Acorn Café & do the sheets there so that the recording is done quickly & easily. This means as many as possible people are needed to record the answers to questions 1-5.
- Those with comments or email addresses on the back will go to RS to deal with. **(RS)** RS suggested that we each took a pile home to do & then met at the Acorn to add them up to input them into the computer. This means that we need to devise a way to

get them out to everyone with the sheets to record their answers on. MM will collect them at the end of each day keeping them together. (MM)

- Emails have been sent out to all patients to make appointments - these have gone out in alphabetical batches, so patients at the end of alphabet may only just be receiving them.
- For the PPG support team we need 2 people each  $\frac{1}{2}$  day. Names were given to RB who will sort the rota. (RB)

## 6. Terms of Reference

A suggestion was that we didn't need to discuss them today - no date decided

## 7. Timings of Meetings

Evening meetings - the surgery closes at 6:30 and is not open on Saturday mornings. RS has had 5 people interested in becoming members of the PPG (AR being one of them). None of the other 4 could do lunchtimes. Unfortunately this makes things difficult as most of the younger patients work & this is where we need to recruit members. It was suggested that we tried every other meeting as an evening one

RS to ask the other 4 if they could make 5:30. (RS)

Other surgeries hold them in the evenings. Where else could we go - we would have to pay for any other venues and we have no money.

## 8. Update on Staff Changes & News

- Congratulations to the staff as the results of the review in July finally came in. We had to wait so long as the lady who had the results went on holiday - however, the result was good and the PPG was also classed as good, so worth waiting for as we will not have another for 5 years.
- 2 new GP's one started this week Dr Sanreen Azin 2 days a week & Dr Arna Yaqood also working 2 days per week - They are working either beginning or end of the week. Also got a new GP Registrar (6-month placement) Dr Anthony Ibrahim having lost the last 2 after their 6 months. As we are a training practice, we can get GP Registrars as they are available.
- We are losing Nurse Amanda Parker in October she is relocating to Suffolk her replacement is Nurse Ann Greyfaulk (Lou) starting 2<sup>nd</sup> October & shadowing Amanda to begin with. Also losing Georgia (receptionist) relocating to Manchester she has been replaced with 2 part-time receptionists starting 26<sup>th</sup> September.
- RS asked the question about the number of doctors 'in terms of full-time equivalents we have...' RB to check - it is important in that the inspectors, last year, stated we had 12 doctors but actually we had less than 6 FTE!!! (RB, RS)
- Also losing the PCN non-prescribing pharmacist - he misses the interaction with the public he had in a pharmacy.
- JB do we have to ring to get the revue of our medication on a yearly basis? Answer 'Yes, patients should be proactive is the preferred way'.
- The new phone system is very good it even has a ring back system which is quick & easy. This telephone is linked to the patients & names appear on the screen; it also notes if anyone collapses so that it is reported immediately.

## 9. Any Other Business

- PF brought up the charity table for each month & SS stated that this month was a bowel cancer awareness charity. There are lots of leaflets on that topic pointing patients to the right area to go for help. Most charities have their awareness week/month in the non-summer months, so it is difficult to get as much information as needed.
- PF wanted to say that he was impressed when his wife was waiting & thought she was there for a long time. A nurse came out & asked what people were waiting for & took them with her. Those who have been recipients of this Kindness pointed out that it was Susanne. This is her favourite part of the job.
- JB felt she should mention the help she had from the Nurse-Practitioner who was very helpful to her when she had an appointment. She also praised the receptionist who changed her appointment from Nurse to Nurse-Practitioner.
- There have been several complaints recently about the receptionists, even though this has never been witnessed. Several instances of problems with patients were discussed & it is now possible for a recording of the incident can be found if it is a telephone problem.
- The surgery has been notified that patients referred for an urgent examination at the Royal Berks to the lower GI need to be told that it is now a 4-5 week wait instead of the expected 2 week waiting list. This department is inundated with referrals.
- Area PPG meeting (hopefully) will take place soon & we have been asked what we wanted to talk about at the next meeting. After some discussion the following points were decided and MM to send them to Tony Lloyd **(MM)**
  1. Funding - how can we lobby the government to relook at the Carr-Hill formula for funding
  2. Covid - current strains & jabs
  3. Number of patients in each practice
  4. Contact details of someone in each PPG to be collected by Tony & sent out to each surgery
  5. Could we please invite Adrian Mather to join us - he came to our last meeting & seemed to want to be involved & he is knowledgeable as well.
- NAPP sent information about the Corkhill award, can we nominate ourselves? RS to deal with this even if we only talk about the Flu Clinics **(RS)**

## 10. Date of next meeting

14<sup>th</sup> November at 17:30

This is the AGM and officers will be voted into office

cc: RS, PF, JB, KC, MT, NH, SS, AR, ST, RA, KA, RB, JJ, CA, KL, & MM