

# Woosehill Patient Participation Group

## Minutes of the Meeting held on 24<sup>th</sup> April 2017

Present: KC, RS, KG, MG, PP, PE, MM, Grant Streetham (GS), & Guest Mark Ashwell

Apologies: MT, Jane Bingham (JB)

JS?

### 1. The Minutes were accepted

- Jane Bingham is another interested patient, last minutes sent together with an invitation, she could not come to this meeting but hopes to be there in future. Not sure what happened with Jim Stockwell - no communication.
- SH did try to get the Best Practice Guide, but not possible to get link. Hard copy given to MM to scan & distribute (attached). It was decided to defer our new terms of reference till the next meeting as no-one had had time to read the booklet.
- KC sent out link to N.A.P.P bulletins & several points were discussed:
  - a. In March 2017 it was suggested that the same doctor was seen following first visit, tests/X-rays or referral - The practice would try but it is not always possible. A suggestion was to make the appointment when leaving the surgery so that it was in place & if NFA (no further action) was the result, then the appointment could be cancelled.
  - b. Lonely people were mentioned in January 2017, a suggestion that visits from PPG's helped was discussed KG offered business card & MM to contact & invite someone from the Voluntary & Community Support to next meeting.
  - c. December 2016 mention of CQC - apparently we have been inspected 2ce, with no problems (QAFF/QUOFF results <sup>557</sup>/<sub>559</sub> couldn't check these or spelling as I couldn't find it on the web site)
  - d. In October it was reported that one of the reasons patients did not see (or were put off seeing) GP included having to tell receptionist why they needed the appointment. This was felt to be essential as sometimes doctor's appointments could be avoided by seeing a nurse, this frees up doctors for more urgent medical appointments.
  - e. In January 2016 it was reported that when the costs of missing appointment was publicized, less were missed. It was suggested that this figure was very difficult to calculate but that when '3' separate (not a series) appointments were missed then a letter would be sent out.
- Photographs have been taken and the board with Staff should be up soon. No-One seemed to know if the specialisms would be displayed, but it was noted that Dr Bishop is the Clinical Lead for diabetes in the area & is our Clinical Lead Doctor.

- Meetings will be quarterly & after the Area PPG meetings, the next of these is Thursday & this would be too short notice to attend, it is assumed that the next meeting will be towards the end of July. Representatives to attend these meeting will be MG & MM.
  - The rape alarm is in  
PP - Spoken to both police (Tin Wong - our local Bobby) & Morrison's, it is suggested that everytime there is a problem, it is reported to the police as they can't act with no information. They will do an extra walkabout.  
Mark at Morrison's will work with us on this if we let them know.  
It also appeared that there was a party on a Saturday as there was a lot of broken glass in the entrance area (outside). This should have been reported.  
Mark Ashwell- agreed that the police need to be kept aware, he will email Inspector John Docherty (sp?) and also the Parks & Gardens section (needs to find a name for this) as it was mentioned that there was also a problem with the park behind Morrison's. If we need to contact him then he is:  
mark.ashwell@wokingham.gov.uk  
GS reported that one quote for CCTV was in, we may need to upgrade the lighting to get good results. It is hoped that by the Autumn we should have it sorted.
2. GS produced a draft of the newsletter which was circulated - this will be distributed to the Patient's Reference Group as well as the PPG & copies will be available in the surgery.  
The website has met some problems it is on hold due to money issues, but it is hoped to sort these soon, report at the next meeting.
  3. Names, telephone numbers (as far as possible) are at end. Please let me know of any errors, omissions etc - (sometimes not sure of writing). Keith, can you check my email address for Jim Stockley is correct.  
KG offered to ensure a hard copy of the minutes were available for PP, it was suggested that CA could distribute copies to staff who needed them as those attending the meetings will change.  
All members of the PPG need to sign a confidentiality agreement - these will be available at the next meeting
  4. The next meeting will be 31<sup>st</sup> July at 13:00 hrs

cc: CA, KG, KC, RS, MT, PP, PE, MG, JS, JB & MM

# Woosehill Patient Participation Group

## Agenda for the Meeting on 31<sup>st</sup> July 2017

1. Minutes
2. Community Navigator Scheme
3. (Visits to isolated members of the community) Philip Cook

4. Matters Arising (terms of reference below)

5. Report from Area PPG

6. Terms of Reference

7. AOB

8. Date of Next Meeting

## Names & Addresses of PPG

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