

Woosehill Patient Participation Group
Supporting the Doctors, Nurses & Staff of Woosehill Medical Centre
Minutes for the Meeting on 16th May 2023 at 1pm

Present: Robin Swan (RS), Peter Fairman (PF), Jane Bingham (JB), Neil Hodgson (NH), Sallyanne Steatham (SS), Rowena Beach (RB), Jane Jacques (JJ) & Marjorie McDonald (MM)

1. **Apologies**

Keith Cattran (KC) & Michael Taylor (MT)

2. **Minutes**

Accepted & signed

3. **Matters Arising**

- Apologies for marking NH as absent last time
- Questionnaire for this year's flu clinics volunteers needed to draft this **MM, JB & SS**
- Need to investigate the Area PPG as MM already emailed Tony Lloyd (Chair) but although he said he would contact everyone - nothing come through yet. **MM**

4. Captitation regarding patients - we are only funded for 12 500 patients whereas we have about 15 000.

Several suggestions as below

RS suggested that we contact our local MP to find out why!

RS suggested that he couldn't see how the Medical Centre can survive without correct funding. RS will (with NH) to one of his surgeries.

It was suggested that we write to the 3 candidates (Con, Lab, & Lib Dem) to arrange a meeting to find out how the funding works in Wokingham Town & what we can do about it (RS).

Another suggestion is to get the 3 candidates to our attend one of our meetings. Yet another suggestion that we contact the local Newspaper. **RS & NH**

5. **Topics for discussion in AOB**

- New Members (RS)
- Birthdates (PF)
- Clinics for identifying issues (PF)
- Report from KC about progress on getting a defibrillator (KC)
- Waiting times for appointments.

6. **Practice News**

Taken on a PCN Pharmacy Technician, he will do medication reviews although does not prescribe, shared with Wokingham Medical Centre 3 days with us as we are the main surgery.

Staff for February '22 & February '23 for comparison distributed. Some errors in the list, these will be corrected. RS asked that we had the number of FTE rather than the numbers of Clinicians in the surgery.

7. Report from the Chairman on a meeting with the partners

10 minute meeting requested by RS & PF with the partners but so far no response. Help requested from RB.

8. Patients sometimes do not need to make appointments - does this mean that there are less appointments for the rest of us

The appointments for some patients are made by a doctor or nurse when they want to see that patient again, also some appointments are made at the request of a hospital. The number of these may preclude a patient making an initial appointment.

There is an 8am rush for appointments - queues outside! This means that people who feel that it is not an emergency & ring later, they have very little chance of getting an appointment even though they would be happy for one in the next 2 weeks.

Fewer people cancel than just don't turn up!!! The people who wish to cancel an appointment can press button '2' with no waiting after connection. This does not help with waiting to be connected.

9. Terms of Reference

Copies were distributed, it was decided that this should be looked at by everyone & it will be item 1 on the next meeting's agenda.

10. Any Other Business

➤ New Members (RS)

Nothing to report, we need to sit down & find ways to interest new members so that we, the PPG, represent the whole community of patients.

NH suggested that those who had problems should be referred to the chair to begin with to see if they would be interested. If it felt that they were interested then MM to send the last 2 sets of minutes. RB suggested that something could be done when new patients register, this to be looked into.

➤ Birthdates (PF)

This would be only for distribution within the PPG these would be printed on the PPG contacts.

➤ Clinics for identifying issues (PF)

Checkups for possible recurring problem areas? This would also help with prebooking by clinician if there is need.

This was not what PF originally suggested - it was more a walk-in clinic for tests for different problems on different dates.

RB & SS have started a table with charity information each month this month is bowel cancer awareness - there will be a walk 9th July at 3pm for prostate cancer awareness (starts & ends at the carpark) - no sponsorship but minimum £5 to get wristband & register. Dogs welcome RB to send more information to all. **RB**

➤ Report from KC about progress on getting a defibrillator (KC)

KC is in hospital at present & doesn't know where the details on this have gone. MM to distribute when available (KL said that Amanda had the info - she is not in today but RB will follow it up)

A card was signed for KC & MM to take it to him. (as a follow up from this KC is now out of hospital & improving - he liked the card) **RB & MM**

This brought up the idea we had about the surgery contacting the rest of the group in cases of hospitalisation, serious illness no details needed or death.

We don't want the same situation we had for Terry & Peggy (both deceased but no one knew). A form to give permission for the PPG (chair) to be informed. MM printed forms - needs some amendment re date & date of birth. This will be done for future forms.

➤ Difficulty with appointments

Today there were the normal sit & wait but for today next Tuesday & the following Tuesday (only 12 available for these 3 days). Health issues which need to be followed up are flagged when appointments for other issues

There is still a lot of problems with rudeness of patients to staff - it was reported that at least twice today the staff were heard to say please stop shouting at me & at least one instance of a lady who was an hour late for her appointment saying if she couldn't be seen she would sue!!!

➤ An extra comment to be added to the minutes - It was noted that the web site news has not been updated for some time.

11. Date of next Meeting

Tuesday 15th August at 12:30

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