

Woosehill Patient Participation Group

Supporting the Doctors, Nurses & Staff of Woosehill Medical Centre

Minutes of the Meeting on 9th February 2023

Present: Robin Swan, Peter Fairman, Jane Bingham, Sallyanne Steatham, Sunny Tiwana, (had to leave early) Rowena Beech, Chris Allen, Jane Jacques (all 3 had to leave early), & Marjorie McDonald

Apologies: Keith Cattran, Neil Hodgson

1. Minutes of the Last Meeting

The minutes of the last meeting were approved with a couple of changes. NH, as usual, will update the minutes of that meeting after the amendments on the PPG Board (NH)

2. Matters Arising

- The questionnaire analysed at by the practice rather than by the PPG members as expected. We also expected that the PPG would word the questions, the reason for the practice doing that was to try to meet the national type of question.

There was a problem with the questions as a lot of people thought that it was about the flu clinics & they couldn't answer them before leaving. It took a lot of effort to ensure as many as possible realised the difference.

Tick boxes might be better as interpreting what people write is sometimes very difficult. We had about 1200 replies which is a good number.

The suggestion box is not utilised - we need to address this.

There are pie charts of the results which showed that in general patients were satisfied. It was felt that the pie charts displayed the information well but suggested that using similar colours make it difficult to interpret the conclusions (MM)

A separate meeting to discuss the next questionnaire was suggested in order to make the questions more accessible & understandable. A steering group was suggested to help with this in May to get the questionnaire ready for the flu clinics.

It was also suggested that a captive audience is the best way to get replies as once patients leave the surgery then they forget to do anything.

There have been comments in places other than the survey that do not recommend the practice. (JB)

- It has also been suggested that we publish the number of patients seen each month as well as the ones who missed their appointments. This will give patients a better idea of how difficult the management of the system is (RS) (RB)
- There was also a suggestion that photographs and names of all medical staff are shown as many do not realise that we have several different types clinicians. These should be at least on the website.
- Funding is an item on the agenda & will be discussed then.
- Terms of reference should be on the next agenda.

- We need to reach out to people RS tried to do so at the flu clinics but found that people didn't want to know. We need to recruit the younger patients (perhaps we would need to change the meeting time to evenings to recruit people who work & young mums).
- It was suggested that we utilise the play area which is now not in use to let patients know about us. A small group will meet with Rowena to discuss this and how else we can reach the patients.
- Trying to get an appointment is sometimes very hard & reception staff are working hard to try to accommodate as many as possible. Some people still ring up at the wrong time for their query (e.g. test results) - they do not listen to the message given out. Reception has become a call centre!!
JJ works in the evenings to try to get out the information to doctors for the next day (used to be done by receptionists but they do not have any time now)
Discharged patients from hospital have to have an appointment when the hospital requests, the doctors will let reception know if it is urgent (1-2 weeks), routine (4-6 weeks) & they must be fitted in if follow-up appointments are needed (a simple example is regular dressing changes) - the doctor/nurse will book these.
At present (apart from those appointments released each day), there is not one appointment available for the next 2 weeks.
All appointments are (initially) telephone appointments as simple requests can be solved this way, otherwise the doctor will tell the patient to come in at a set time. The only different ones are those (3 per doctor - sit & wait) these can be offered at 08:00.
The walk-in centre (in Reading) is now open again but if you walk in you may have to wait 3 hours, whereas the surgery can book you an appointment whilst you are on the phone.

3. Topics for discussion in AOB

Anything suggested will be discussed at the end of the meeting, if there is no time then they will be on the agenda for the next meeting.

- Area PPG
- Instances of sickness or demise of the members of the PPG

4. Practice News

We have two new GP Registrars who joined us on 1 February. Their names are Dr Timothy Yang and Dr Nuzhat Noor.

We have recruited another Paramedic called Amy Tansley. She will be working with us on a Friday and New Wokingham Road Surgery, Crowthorne on the other days of the week.

Dr Candice D'Mello was one of our GP Registrars who has completed her time with us and left in January.

Dr Farhana Lalani is one of our salaried GP's who left us at the beginning of February to await the arrival of her second child in March. She will be returning after her 12-month maternity leave.

We advertise via NHS jobs as this is where the majority of Clinicians will look at.

5. Report from NH re Meetings with the Council

NH will continue to dig about funding. Surgeries are being asked to take on more services within the NHS. What we need to know is where the money comes from - is it the council only or are there bits & pieces from other places. Paid on a formula, but we are the worst funded in the country (the reason is to do with the perception of wealth in the area) this is from NHS England. Is it possible to see the overview (not the figures) of where the funding comes from? The funding is for the surgery (over 15 000 patients) with the capitation of 12 500 (the number of patients we are funded for). NH thought a meeting with RB & JJ is called for, RS will join them as he has a background which may be useful. The rates are paid by the council. (NH)

6. Any Other Business

- Area PPG meeting seem to have been stopped as there is nobody to replace the Lead Doctor who moved on. We will try to get more information. (MM, JB)
- PP has died & it is sad that we couldn't be informed, so it was decided that if any of us was seriously ill in hospital or had died then the PPG should be informed. We could have visited her in hospital & gone to her funeral if we had known. A simple form will be there for anybody who wants it so that the surgery has this request in writing. (MM)

7. As this meeting had to be delayed (another management meeting was taking place - these meetings will always be on a Thursday) it was decided the day of our meetings should be changed, therefore, future meetings will be on Tuesdays.

Date of the next meeting - May 16th at 1pm

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

Woosehill Patient Participation Group

Agenda for the Meeting on 16th May 2023 at 1pm

1. Apologies
2. Minutes
3. Matters Arising
4. Topics for discussion in AOB
 - New Members (RS)
 - Birthdates (PF)
 - Clinics for identifying issues (PF)
5. Practice News
6. Patients sometimes do not need to make appointments - does this mean that there are less appointments for the rest of us
7. Terms of Reference
8. Any Other Business (as stated above)
9. Date of next Meeting