

Woosehill Patient Participation Group

Amended Minutes of the Meeting held on 13th August 2019

Present: KG, KC, TH, KL, RS, JJ, PP, & MM

Apologies: CA, JB, MT, ST, RA, ST & PE

1. The Minutes were accepted

2.

- Suzanne is the assistant to ST for the minor surgery procedures. It has taken off exceptionally well & patients love the fact it's in house and there are no long waiting lists to be referred.
- It appears that there will be a delay this year on the under 65's flu vaccine & the children's too. Patients will be done as they come to other appointments to make sure that everyone gets vaccinated.

Dates for these clinics are as follows:

28th September, 5th, 12th, 26th October - the first 2 will be over 65's only & the last 2 will include the first hour for children (assuming the nasal flus have arrived)

For these clinics can you please state your preference & whether early or late times so that the rota can be done. There will be a general clinic on 5th & 26th October

Other clinics (PPG not needed for these) include a Monday morning manned by Amanda (date to be confirmed) & Thursday evenings 6-7 (one hour opening extra for this) Suzanne will man the front desk. These will all be added to the system to enable patients to book well in advance, this will happen as soon as confirmation of the vaccine is received.

- The picture board is even nearer completion, however there have been even more staff changes, for example Sarah Bailey is leaving after a brief return she is leaving the NHS to teach and is replaced by Dr Qudsia Ghaffar, other changes include Dr Patel leaving due to relocation of her home, RA & ST to take on her sessions.

There are 2 new receptionists as well

- No minutes as yet from the area PPG
- Health care checks being done by Sam with Suzanne assisting? This is on Tuesday afternoons 3 till 6pm. These health care checks will be done 5 yearly.

3. The 'Toolkit' discussion was postponed (a reminder to everyone to read their copy).

4. If a follow up appointment is needed & it is to be with the doctor dealing with that problem, it is very difficult to get such an appointment unless we ring on the day that that particular doctor is on duty - no-one knows the timetable by heart so that means a lot of wasted time ringing the surgery to find that information out, why can't appointments be made as they used to be - **'the next available appointment with that doctor is on...'** It is also difficult to get an appointment on line - the waiting symbol continues even though there may be several appointment (the figure shown on the page). There are still some teething problems with the website (MyGP is even worse).

Many people think that it is the surgery's fault! JJ will liaise with the producers of the system.

There seem to be many teething problems with the new system on line &

From CA's notes:

We are very aware of the pressure on our appointments and patients frustration. Not being able to book a routine appointment in a timely scale.

We have decided to offer pre booked appointment initially 3 weeks in advance, with a view to 4 weeks if this helps. We offer 2 weeks ahead at the moment. This was because we had so many DNA's but with text messaging reminders this should not be such an issue.

Chris is arranging for Kay & Karen our lead receptionist to visit another practice (who scored well on patient satisfaction with appointments availability) to see if we can improve or just change how we are working.

5. CA

There are about 44,000 in our cluster (of which at least 13,000 are ours), the cluster comprises Wokingham Medical Centre, Burma Hills, New Wokingham Road & us.

The elected Lead Clinical Director will attend meetings & be the voice of our Cluster. This is Dr Vipin Bhardwarj from WMC, it is a time consuming job & it was felt that he was the best man for the job.

Through the Cluster we can offer 7 day working by sharing the Saturdays & Late Evenings on a rota basis. (Friday Evening, Saturday Evening & Sundays are covered by Reading Primary Care Alliance Group at the moment.

6. Telephone calls which are 'unknown' seem to be a cause for concern. After some discussion it was felt that it was a personal matter & should be discussed with the office in order that it is changed for those people. We should pass this on if we hear problems with this.

Test results which are received by the surgery & not looked at for over a week is another cause for concern. These results go to clinical coders who then should send it to the doctors.

From CA

We need to do our own survey to reflect the one nationally that we are disappointed with & think it is not reflecting our performance (especially the last 6 months).

We are listening to patients & with this in mind we will trial 4 weeks in advance pre-bookable GP appointments not 2. It will be reviewed in 2-3 months time.

We rate 4.5 stars out of 5!

7. The next meeting will be Thursday 14th November 2019 at the usual time of 1pm. We need to elect new officers at this meeting.

cc: CA, KC, KG, RS, MT, PP, PE, JB, TH, RA, ST, KL, JJ & MM

Woosehill Patient Participation Group
Agenda for the Meeting on 13th August 2019

1. Minutes
2. Matters Arising
3. Election of Officers
4. Discussion on the 'Toolkit' - How can we adapt/use this
5. Discuss the leaflet from West Berks CCG
6. AOB
7. Date of Next Meeting

cc: CA, KC, KG, RS, MT, PP, PE, JB, TH, RA, ST, KL, JJ & MM