

Woosehill Patient Participation Group

Amended Minutes of the Meeting held on 4th November 2019

Present: KC, CA, JB, MT, ST, TH, KL, RS, JJ, PE, & MM

Apologies: RA, & PP

1. The Minutes were accepted

2.

- The Flu Clinics seem to have been a success as many people commented on the fact that they didn't have to wait. There is one left to do to complete the Saturday Clinics.
- At the time of the meeting the picture board was almost up to date only 1 missing.
- There was a long discussion regarding appointments and problems arising. A lot of this is because Wokingham will not allow us to close our books - we need to have 2 500 new patients to have funding for 1 doctor & this is not immediate so we have many patients for whom we do not have funding. The appointment should have 25% availability online but so far it is impossible to access these.

Every member of staff is stretched to breaking point, there has been an 85% changeover of staff in reception (not being paid enough for the stress incurred is a big factor in this). An assistant for JJ has been employed in order that she can do the workload that is required.

Some surgeries in the area (who are paid for more) are losing patients whilst we are gaining them.

Out of hours surgery times - Woosehill has joined with the Reading group (it is the only Wokingham surgery to do this) to provide cover on Fridays & Sundays on a rota basis. It was noticed that other Wokingham practices have taken advantage of this & some of the appointment have been 90% from other Wokingham surgeries with no reciprocal agreement.

There are 3 Walk in Centres available to us as well - Bracknell, Broad Street Mall & RBH. We also have the 111 number which arranges call back & then can make an appointment at WestCall (out of hours)

There is no infrastructure within Wokingham to help with all the new houses being built and they have been obstructive in allowing a further surgery (linked to ours) to open.

It was felt that we should do something to let our patients know what is happening, RS suggested the website, the screen downstairs, leaflets & the press

2 letters are to be written to WBC (our local councilor) - one from the PPG - CA, KC & MM to meet to discuss this & the other one from the surgery. ST to list the agencies to whom these should be sent as well as the council

PE had a piece of information regarding pharmacies, there is no local one open on Sundays after 8:00pm so after a visit to WestCall he had to go to Mortimer to collect his prescription.

- There were more comments regarding the telephone 'withheld' or 'unknown' but everyone understood the reasons behind them.

3. This item was cancelled
4. PP (via CA) nominated KC as Chair again,
KC nominated PE as vice to KC - he is happy to stand as Vice again especially as he now is no longer on the board of Wokingham Volunteer Centre
JB nominated MM as Secretary again.
These were all agreed unanimously
5. It was felt that the toolkit was interesting and that the bulk of it we were actually doing. It was decided that we should keep the document as it may be a useful reference tool.
MT noted that it suggested that we look at the website (as was in the booklet). It was felt that we could do this individually to come back with any issues that arise, ST noted that patients would see things differently to the practice so this was an important point to bear in mind. Any problems we (or anyone) have can be helped/sorted by a member of staff on an individual basis (some patients have been given help to access different areas).
It appears that the PPG is hidden in 2 separate places, one just gives an application form and the other the minutes. (this next bit is something I have just thought of)
All aspects of the PPG should be together and perhaps the terms of reference should be there too, followed by the application. A description of the PRG could also be there (with an application) this might help to boost numbers. JJ to look at the numbers of PRG at present. *Information received from JJ - there are 559 members of the PRG of who 470 have email addresses, we can send info to these members whenever we wish.*
Any comments on this to JJ
This also gave rise to the thought that the PPG & PRG should be on the screen as well as the problems the surgery faces.
6. There is more up to date information than the leaflet gives is available for our own PCN. This should be distributed (couldn't quite work out who was to do this) RA, ST, CA??
Paramedics as in the Woodley/Twyford trial were briefly discussed (money ran out before it got to Wokingham). A question arose - if we had one here & it were through the PCN would we have access 1 day per week or would it be for all practices every day, or would we employ our own which would mean cover 5 days a week???
7. CA - The reception team is still very new and undergoing training. KG is no longer Reception Manager (she felt she needed a change) and therefore will not be attending the PPG meetings. There are now 3 senior receptionists to share this workload & train the new staff. We also have one member of staff who is employed to write letters 5 days a week. There are now no doctors who work only 1 day a week & only 1 who works 2.

CQC telephone inspection - this was to see whether a visit would happen (if they were not happy) within 5 days. There were no recommendations and no updates needed. They were very happy with the surgery. Before this consultation every document & procedure was checked & updated (in case of that possible visit). The staff feel that they have everything under control

KC - Nurses will bend over backwards to help with any blood tests as they only take a couple of minutes. It is far easier to get help from the front desk than over the telephone as they see the full picture.

PE (?) - offered a screen for the wall instead of using the wall itself. He has offered to put this up too.

TH - has a machine which reads INR results, he has offered it to the surgery if it fits the guidelines they have to follow.

8. The next meeting will be Thursday 13th February 2020 at the usual time of 1pm. There may be an interim meeting dependent on the outcome of the letters.

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

