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Woosehill Patient Participation Group Minutes of the Meeting held on 28th October 2021

Present: KC, JB, RS, ST, JJ, RB, KL & MM

Apologies: MT, CA - several missing most seem to be regular attendees, but no apologies.

1. The Minutes were accepted
2. All introduced themselves as 2 new members present.
KL stayed to ensure all had flu jabs then had to leave.

Recent staff changes itemised below

- Dr. Bhabini Lad starting February 2022
- Dr. Nikita Patel starting January 2022
- Adrian Doyle paramedic
- Rebecca Beech in charge of Reception
- New gentleman in reception (ex PO)

- Chris Stone, Mandy Griffin, Nurse Practitioners & Sydney (?) phlebotomist all left.

No longer have a phlebotomist but Angela has taken on more of this.

Should PPG be looking at enormous changes in reception - difficult as one of the main reasons for this is money & lack of status for the job - NHS one of the main reasons for this.

14300 Patients & ? (didn't get this number) full time equivalent doctors. Funding being granted for extra Locum during the Flu season. Appear to be bang on recommended ratio of patients per doctor. Asked for another full time equivalent, for winter. MM distributed a FaceBook comment about GP's for interest.

3. 2 references (national & own terms of reference) our own came from prepared constitution (from another PPG) & put to meeting & amended. Last updated 2018 PF - what do staff & doctors want us to do?
4. Sitting Members nominated & elected.
5. Phone system updated, still concerned structure of appointment system. Changed the message so that, when appointments are full for today & routine (for next 2 weeks), the message lets patients know. Comment on morbidity of messages. 7:45 message sometimes comes as appointments full rather than an out of hours message. Needs checking.
Some patients feel more secure with face to face rather than telephone consultation. Comment that Finchampstead offer video consultation so this covers that problem, also in the middle of the message they are asked to press a key for emergency

problems. They can also email for appointments.

Comment re music - please can it be changed to something more acceptable (classical)
- this is done - thank you, Brilliant!

Need message board saying number of patients given appointments per day & number of DNA's - suggested that this could go on TV or even better on website & even an 'A' board outside which could give even more information on important notices eg Flu clinics will be held on..... This would be seen by anyone passing. RB will look at these ideas.

Letter to be sent to all patients, an example read out & will be amended as needed, this to be sent to JJ then PPG for comments & amendments by members. PPG to meet to discuss this outside the normal meeting (RS offered his house for this meeting). Feedback as a group to JJ.

Comments - letter to be sent by email, post, text on web site etc.

Email - felt would be ignored & post those no email.

Website - similar

Would be on each patient's records as proof it had been sent, if sent by text.

Post - too expensive. Also could be delivered by PPG. How can we raise money for expense of letters - to be thought about (cost over £2000). Could be sent to each household - a possibility.

6. Poster already done.

7. Area meeting did not need discussing as everyone has a copy & nothing contentious noted.

8. Peggy mentioned as to why she has not attended, MM asked to try to ring her again as she has not answered the phone or acknowledged emails to date. KC felt she may be moving house. Update MM found new phone number & email from RB - rang her & she still wants to be a member so these minutes will be sent to her.

Why do patients who ring 111 manage to get an appointment at the surgery. This means that many patients will play the game & we will lose appointments for patients who try the normal route.

9. February (to be arranged) - JJ will let us know what dates are available

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