

# Woosehill Patient Participation Group

## Minutes of the Meeting held on 6<sup>th</sup> November 2017

Present: PE, MM, JB, CA, SB, SH, guest Philip Cook from 'Involve' the Community Navigator scheme

Apologies: KC, RS, MT

1. The Minutes were accepted - MM apologized for the use of Football rather than Footfall.
2. Philip Cook attended the meeting & spoke extremely well about all the things the Community Navigators do, the major points of this are at the end of the minutes. I have sent a thank you email.
3. As 4 of our members were absent it was decided that the current agenda be curtailed, therefore there was no election of officers, or discussion on the terms of reference.
4. MM gave a brief report on the area PPG. Again this is at the end of the minutes
5. Flu Clinics:  
The first 3 of these ran smoothly with everything going well. The 4<sup>th</sup> was a problem in that too many children were booked in (only allowing 1 minute per child as adults) and only 2 nurses were available, another problem was that parents arrived with several children in tow and many children were accompanied by the whole family. Add to this the paperwork being incorrect (parent's details not child's etc). The nurses refused (quite rightly) to rush the children as some had to be cajoled. This meant that not only were the chairs filled but also the floor. However, we did manage to get everyone through by 12:00. CA said lessons will be learned from this and it is hoped that it will be as smooth as the adult clinics next year.
6. AOB
  - We still don't know what has happened to JS. KC was to contact him to see if he still wished to be a member of the group
  - PE asked that the hand-gel be moved from the reception desk, he will look into finding holders to go on the wall.
  - PE asked that the agenda was resent about 2 weeks before the meeting as a reminder to everyone.
  - There is to be an extra member of staff to work in reception as everyone is so busy.
  - It was suggested that PPG members might like to observe what goes on.
  - During the Flu Clinics MM managed to get details of 4 interested persons, they have not been contacted yet as KC did not agree this should be done, the question is should they be sent the minutes of a previous meeting & be invited to attend one to see what

happens & would they be interested. It was suggested that they be sent some details of what is involved soon but not invited to the next meeting as the election of officers should be happening. PE offered to put something together to send out to them.

- MM has 2 confidentiality documents one for JB, these to be signed asap.
- It was felt that Mondays were not a good day for meetings (particularly for staff - a busy day) & therefore it was decided to try Tuesdays.
- Minutes to be sent to SH for inclusion on the Web-site. MM to send back minutes to SH .
- The board with the photographs is now on display in the entrance hall.
- CA to ask Morrisons Pharmacy to join us at a meeting.

7. The next meeting will be Tuesday 6<sup>th</sup> February 2018 at 13:00 hrs

cc: CA, KG, SH, KC, RS, MT, PP, PE, JS, JB & MM



# Wokingham Area PPG Forum

These notes are not comprehensive & are written from my notes at the meeting. I did say more than shown in the Woosehill report, but this is the short version, everyone was impressed at how involved we are. I will also send out the minutes when I get them, then you can see my errors.

## CCG Update

NHS England is happy with the RBH plans for winter

Primary Care went on line 2 weeks ago – enough GPs have been co-opted. Not all streams are open yet. In triage the nurse has 1 minute to decide which stream the patient should follow.

Multidisciplinary team meetings, which include GPs, are to discuss the multipathways.

High Intensity User Project aims to identify the patients who use the services 50-70 times per year. 2 coaches (at present) have been employed to get these (mainly lonely) people back into society they try to bring the panic down a notch (it should be noted that only 15% of these people have mental issues). Using connected care (which will go live in the next few weeks), when these people turn up at A&E then a text message is sent to the coach. It seems to be working well. Brookside have begun to look at patients who have had over 50 appointments per year.

Alliance Company – 13 practices in Wokingham. There is a website.

One project is (Woodley, Twyford & Wargrave) 6month pilot of 2 paramedics, so far this has gone well. This started in August & is supported by NHS England & the practices.

Footfall – Firstly NHS England was to fund this & then withdrew, now are doing so again but not completely. Practices can talk to Footfall to make it unique for their practice – this may cost, but not sure how much. It is being trialed at present & Brookside funded it themselves.

CCG Merger – this is going ahead & will be 'Berkshire West CCG', there will be only 1 representative from each 'old' alliance. (So 1 person to represent our area) The area PPGs will stay as will health watch.

Wargrave is concerned about district nurses & loss of contact with practices & the surgeries. They are expected to spend most of their time in cars (I've got BHFT next to this but not sure what for), and located at 1 surgery rather than with every practice.

## RBH

CQC report expected in December, everyone noted a change in approach (softly, softly) so staff not in fear.

There is a new CEO, RBH now has a daily blog – they are very good at communicating within the hospital but not with the outside world – on this note it was suggested that we try to recruit members who will then have all the information sent directly to them – the application is able to be done on line [http://www.royalberkshire.nhs.uk/get involved/members.htm](http://www.royalberkshire.nhs.uk/get%20involved/members.htm)

Alternatively we could use [http://www.royalberkshire.nhs.uk/get involved/form.htm](http://www.royalberkshire.nhs.uk/get%20involved/form.htm) or ring Hannah Travers – 0118 322 7405, you will still have to fill in a form. The members are local people who elect their own Board – these are non exec members of the Board but do hold some sway, they must for example approve of the appointment of any new CEO (s)he cannot be appointed without this. I may not have all the details of members & their Board – or even have confused some of them but the CEO appointment was specifically stated. Each member will receive a copy of Pulse the magazine with all information on the hospital – this does not go out to anyone else as far as I understand it.

RBH is talking about a Protein Therapy Unit (planned to be built in Reading) as part of their development.

The last (or almost the last piece of Battle Hospital is about to be sold - £1.5m

The Hydrotherapy Pool has been closed (health & safety) heating problems to do with a shared boiler, a new one is to be installed.

Oncology – Brachytherapy is to be developed

There was a plan to set up a medical school, but this has been deferred for a year, the problem is where it should go.

There are ongoing discussions between Wokingham & RBH re the bus service

There is some concern that the results of tests do not always go back to the surgery?

There was a suggestion that Steve McManus (CEO) be asked to come to a meeting.

A discussion on how the surgeries used (or not) the PPG:

Finchampstead – did a patient survey & Doctors were not interested.

Brookside - Have a Carol Service each year & do other things to involve patients

New Wokingham Road – Didn't quite get this right but a Christmas Party was mentioned & they have a speaker (hiring a hall) for patients

Lodden Vale - fund raise for equipment for the surgery

Wokingham - they found the staff more friendly after the report and asked for ideas but only put their own forward

Twyford - have a 'them' & 'us' situation

Swallowfield - I didn't get any notes from them

Woosehill - have staff on the 'committee', often have medical staff at the meetings, asked for input (photographs as eg), help with flu clinic. Most were impressed with this. I also mentioned Chris' notes re changes in staff & the re-formation of the PPG after its breakup, the pressures with new developments in the area etc.

**Next meeting will be 25<sup>th</sup> February 2018**

## INVOLVE (Community Navigators)

This report will be in bullet point form & a copy is to be sent to Philip in order that he can correct any misunderstandings from the meeting. I'm not sure what the correct term for those who have been referred is so am using referrees.

- This is a charity which was begun 18 months ago (beginning with 3 surgeries), it now covers Bracknell & Wokingham.
- One of the ideas is to free up medical staff from dealing with non-medical issues (social ones)
- The volunteers are checked & trained so that they can deal with a variety of problems (not solving them but trying to direct to the correct person to be able help them).
- They have a tool kit which comprises lists of charities on their tablet/laptop, so they can search for the relevant area to direct referrees to (this makes it an immediate response). One of the biggest sources used is WIN (Wokingham Information Network) this is a massive data-base of all the different areas that might be needed by the navigator.
- The referrees are from a variety of sources & an appointment for them to see a navigator is made, this appointment can be an hour long (rather than the 10 minutes with the GP - no criticism meant). After the appointment (aprox 6-8 weeks) a follow up phone call will be made to see how useful their appointment & its information has been (Has it helped? What difference has it made? & where to go from here). The Navigators are looking for improvement in the well being of the referree
- They can have up to 30 referrals per month, some navigators work on the telephone if that is what is required.
- They still need volunteers.
- Philip has worked with many professionals & spoken to many groups
- At present they only work with over 18's but it is envisaged that in the future they will be able to work with schools. It can only grow slowly (my comment).
- They have a complaints system in place but so far have only had comments on the expectation of the referrees.

Philip had some notes which were not enough to go round so has promised to email these asap. Once we have them they will be circulated to all members of the PPG  
PE would use with the Wokingham Volunteer Centre

SH will put on Website

KG will laminate & display.