

# Woosehill Patient Participation Group

## Amended Minutes of the Meeting held on 5<sup>th</sup> June 2018

Present: CA, KG, KC, RS, PP, JB, & MM (+ brief visits by Dr Anand one of the secretaries - sorry didn't write down her name)

Apologies: PE, MT Still nothing from JS (KG to investigate)

1. The Minutes were accepted
2. Discussion about the PPG notice board. It was decided to compare last year & this re non-attendance (CA thought it had improved but will check) & remind that there is a cost to not attending + someone may need that appointment urgently. It was also mooted that there should be a notice to ask for feedback on the NHS website particularly good comments as most people only want to give feedback to complain. CA to look at this as SH is leaving this month.  
The website is changing (or has changed) to be more like Footfall which will be used across the area, all practices to use the same & will tweak it to fit the practice needs. Everyone seems happy with the new terms of reference.
3. The minutes of the Area PPG have been circulated & it will be noted that Wokingham Medical Centre have dispensed with the current PPG as not fit for purpose.  
Another issue discussed was the 7 day opening & the fact that it was supposed to go live in April 2019 but that had been brought forward to October this year, with a relaxation of the rules opening times will only be from 9am to 1pm. One thing that made the system a slight nonsense is that it was said that people made appointments & didn't turn up especially on Sundays (I think that this was in reference to Bracknell, where 7 days were opened because patients wanted it, but very few made appointment for those days especially for X-rays).  
There was more discussion on Survey Monkey & that we all agreed (apart from 3 practices) that as we had no money we shouldn't be asked to pay for this - what will we be asked for next???? We did discuss doing a survey as that is the only way to be sure of what patients want & feel about the practice. Wargrave have been building up their PRG (I think that the figure was in the high hundreds) so that they can do the work of collecting information. If we want to do our own survey then we need to be sure of the membership of our PRG. KG & CA to look into this.
4. Only one of the 4 people who were interested replied and that was to say she had moved house & was no longer a patient.  
MM had talked to Heidi Strickland-Clark who seemed very interested - MM will send a copy of these minutes & invite her to the next meeting.

5. The following were discussed

- An update of the practice workings was discussed & a copy of the notes is attached.
- The secretary told us of the fact that there were 3 secretaries and that they typed all the referrals (3082 from January to May) they also type notes for both doctors & nurses. Replies from consultants go to the 3(?) ladies in reception for sorting, copying to patient notes etc.
- The practice is considering minor surgery
- The new partnership is now taking shape  
Dr Anand is the Managing Partner with both Dr Kumar (Sr & Jr) although Dr Kumar Sr will not be clinically involved. Dr Lee will no longer be a partner. (not sure if there was a 4<sup>th</sup> Doctor as partner) - see attached notes from CA
- Opening times of the surgery will? Be 6:30am to 8:00pm
- CA to let MM know of the Flu Clinic Dates so that they can be circulated

6. The next meeting will be Tuesday 18<sup>th</sup> September 2018 at 13:00 hrs. this gives chance for the area minutes to be circulated (if we have had a meeting & there are any minutes), and for the Flu Rota to be completed.

cc: CA, KG, KC, RS, MT, PP, PE, JS, JB & MM & Heidi Strickland-Clark

# Woosehill Medical Centre

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## UPDATES

Dr Kumar Jnr will no longer be consulting at Woosehill on a regular basis sadly. His father Dr Kumar Snr has had to reduce significantly his medical work and Dr Kumar Jnr will be taking over some of his clinical work.

Dr Lindsey Bluett has sadly left Woosehill to work in a Training Practice in Reading.

This was always what Lindsey wanted to do. We had hoped to be a training practice at Woosehill (Dr Anand is very keen to do this) Something we may hope to do when we have established a permanent clinical team.

Dr Sharma will be moving to Brookside Practice later this month. Dr Sharma's husband is a lead Partner at Brookside and Aradhana will be joining him.

Dr Karen Fairey has returned to work from 1 years Maternity leave today! She will be working 3 days a week.

Dr Reeta Dhunna will be returning from Maternity leave this month after 1 year off. Dr Dhunna will work 2 days a week.

**Dr Mark Lee, Dr Richard Bishop, Dr Clare Tong, Dr Peter Rubin, Dr Lindsey Bluett, Dr Karen Fairey, Dr Reeta Dhuna, Dr Gaynor Popplestone, Practice Manager – Chris Allen**

We will be interviewing 3 lady doctors with a few to another Salaried Post. We also have a Male GP who we hope will join us in August working full time .

Sharron Hargreaves will be retiring end of June. Her job role is complex and we are looking to recruit and fill her Post as soon as we possibly can.

We have lost 3 receptionists in the last 6 month for various reasons. We have 3 new staff being trained. It is a time consuming task. As some of the Forum may know who spent a short time observing us, it is not just sitting on a desk greeting patients it involves many areas. It has been a challenge for the team especially with workload increasing We hope to be back to full strength in the next few months.

Sarah Bailey left us early this year sadly to take on a challenging job role to enhance her career. We were very fortunate to employ Chris Stone an Advanced Nurse Practitioner. Chris has settled in well and is enjoying Woosehill so far. A valued member to assist the duty doctor.

Seven Day working is coming to all Practices in Wokingham

It is being discussed at NHS England/CCG /Alliance Level. Probably practices will work together to deliver this .We have offered Saturday Mornings for the last 10 years or more. In addition we also offer enhanced hours .Telephone Triage from 7.30 am

**Woosehill Patient Participation Group**  
**Agenda for the Meeting on 18<sup>th</sup> September 2018**

1. Minutes

2. Matters Arising

3. Discussion of the points from Area PPG?

4. Flu Clinics

5. AOB

6. Date of Next Meeting

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