

Woosehill Patient Participation Group

Minutes of the Meeting on 18th August 2022

Present: Keith Cattran, Jane Bingham, Peggy Priest, Robin Swan, Peter Fairman, Neil Hodgson, Dr Tiwana (said hello), Jane Jacques, Rowena Beech, Chris Allen (joined later) & Marjorie McDonald

Apologies: Michael Taylor

Before the meeting started, RS asked that the names of attendees were given in full at the beginning of the minutes. Action Points need to be shown with the name of the person actioning that point.

1. The minutes were approved. NH will update the minutes on the PPG Board (NH)
2. The information from MIND will also be added to the Board, also the information & application forms from Healthwatch (NH)
MIND - felt to be very useful.
With regard to the notice board, it was felt that extra members could be recruited by a flyer. MM read out something similar to this & offered to put a notice together & circulate to the team for comments & this will also be added to the board (MM & NH)
PRG - JJ asked about the questionnaire - KC & MM offered to help with this last time and so will take the job on. This will be circulated to all for comment & JJ will ensure the printing is done for the flu clinics (KC, MM & JJ)
There still seems to be little response to the partners' letter.
Advertisement done for GP & Paramedic or Nurse Practitioner; we also have a newly qualified doctor doing a rotation in the practice. (2 members of the medical staff are pregnant).
Facebook is on the back burner at present
A cleaner was found but is now pregnant.....
3. Only one nomination for Vice Chair - PF proposed RS, seconded by NH. Carried by all, RS welcomed to the post.
4. Ipsos survey of GP practices. This was discussed & noted that we did not do well on the survey - it was felt that a very small percentage (267 out of 14000) of the patients were sent the survey & those who are happy with the status quo rarely fill these in, so only poor results are seen. One of the problems felt by the patients is that the doctors are 'working from home' - yes a couple did work from home actually from their bed as they were ill but wanted to do their clinics.
NH suggested we needed to go back to the council (a new council since the elections) to try to get help for funding for the continuing influx of patients. No real decision made.
5. CCG is changing & is now BOBICB (Berkshire, Oxfordshire Buckinghamshire Integrated Care Board) - Hope I got that right.
Health Watch are recruiting - Information & application forms to go on the notice board (NH)

6. PF - Terms of Reference need updating - KC Suggested we all look at it & bring proposals to the next meeting - RS offered to lead a subgroup & volunteers were PF, NH & MM. **(RS, PF, NH, MM)**
KC asked about survey PRG - JJ asked about the questionnaire - KC & MM offered to help with this last time and so will take the job on. JJ to ask partners for their questions seen as important. There will be 5 questions only & JJ will ensure the printing is done ready for the flu clinics **(KC, MM & JJ)**
RS asked that the volunteers for the flu clinics be vaccinated before working with the rest of the patients & not looking at the end of the queue for ours **(KL)**.
We (the surgery) need to register as a vaccination site so that we can do the whole thing ourselves. No longer working with Wokingham Health Centre (at the Bradbury Centre) **(The Admin team)**
JJ let us know the surgery is advertising for a new operations manager, she no longer wants to work full time. It will happen by 1st December. JJ will either retire or be in a new role.
PP asked about complaints. RB tackles simple ones & JJ the rest - formal ones March '21 to April '22 are 17 - this is a small amount looking at the number of patients.
KC asked about the badges RB & CA to investigate **(RB, CA)**
MM requests that the notice of change of time could be longer. This time was because of an emergency doctors meeting and there was very little notice that could be given.
MM asked could we please vary the music as it is still the same section repeated after each of the spoken messages. It is of one piece of music but only a few bars repeated. It is however, much better than the original. **(RB)**
7. Date of the next meeting - November 10th at 1pm

cc: KC, RS, JB, MT, PP, PF, NH, ST, RA, JJ, CA, RB, KL & MM