

**MINUTES of WARGRAVE SURGERY PPG MEETING  
WEDNESDAY 5<sup>th</sup> SEPTEMBER 2018 at 7.30pm**

**Attendance:** Tom Berman (Chair) (TB), Tony Lloyd (TL), Tony May (TM), Josie Osborne (JO), Lisa Sayers (LS), Dr Julia Thurston (JT), Kate Wilson (KW), Judith Stephenson-Hodges (JS), Sue Griffiths (SG), Jude Davis (JD), Harman Sondh (HS), Celia Reinbolt (Secretary) (CR)

**Apologies:** Jane Love (JL)

**1. Minutes of the last meeting (06/06/2018)**

These were agreed.

**2. Matters arising**

SG would give an update concerning Macmillan under AOB.  
Other matters arising would be represented as agenda items for the meeting.

**3. Surgery Website – Footfall - JO**

JO reported that they are pleased with it and continue to work on it, building it up gradually. All Wokingham surgeries will use this version. The website should be ready in approximately 6 weeks.

**4. Patient Panel Numbers - TL**

TL presented the figures for PRG membership at Wargrave Surgery as at 4/9/2018: 1754. This is an increase of 73 since June. There were 8-10 duplicates representing patients who may have left and returned, e.g. students.

**5. Next 2018 PPG Questionnaire – TB/TL**

TB and TL had worked on a draft questionnaire which was circulated to the group prior to the meeting. JT asked how many people completed the previous questionnaire: 30% from approximately 1,700 questionnaires sent out, mainly by email. This number represents approximately 24% of the patient list (TB). Following discussion, the group agreed the questionnaire should be sent out in October with a few minor amendments. TL will inform the CCG that the questionnaire is going out. TB informed the meeting that Brookside and Finchampstead surgeries are also carrying out surveys and the aim is to share the draft questionnaires.

**6. 2019 Piggott School Survey – HS/JD**

The group discussed the layout, questions and how to produce the next survey, which will go out to the 6<sup>th</sup> form. HO and JD will see if the school uses the 'gold standard' Survey Monkey. If not, TL could set up an anonymous survey – completely confidential - if the school agreed. The group discussed including subjects such as mental health, drugs, bullying, student carers. KW suggested HO and JD talked to pastoral carers at the school and the school nurse and asked for their suggestions. TB, LS, HO and JD will meet shortly to decide on the questions. It was agreed that the survey should be emailed out in the first half of December.

**7. 'Patient Online' – GP Online Services: document circulated 22.8.18 - TB**

This is a document sent to PPGs by NHS England outlining the benefits to patients of GP Online Services. Appointments can be booked online, repeat prescriptions can be ordered and patients can view their GP records. They just need to sign up first. Wargrave Surgery uses this facility: a certain number of appointments are kept free for patients to book online up to 2 weeks ahead. It was agreed that these facilities will be promoted in the next newsletter and on the website.

**8. 7 Day Working – JT/JO**

JO reported that the contract had now gone out to doctors and 7 day working would start on 1<sup>st</sup> October. There will be notices in the surgery informing patients of this change and it will be on the website. Doctors would be available 8am-8pm Monday to Friday. The local system and direct enhanced system would run in parallel. Doctors would see their own patients and other surgeries' patients. One problem is that currently surgeries are using different IT systems. Practices will want to fill up their own slots first. Westcall (111) will still do out of

hours emergencies. Wargrave Surgery will be open one evening a week until 8pm on a rotating basis with other surgeries. Wargrave already has their rota organised.

**9. District Nurses – JT/JO**

This is working fairly well although there are not always 2 DNs at the weekly meetings.

**10. Community Navigator – JT/JO**

The previous CN was on sick leave and has not been replaced – the surgery had been informed by Involve. TB voiced the group's disappointment as this had been a good initiative which was working well. In the future CNs will work over the phone rather than being based in surgeries. TL will give TB Involve's contact details.

**11. GP Alliance Update – JT/JO**

The surgery was concentrating on 7 day access. The paramedic and joint pharmacy initiatives are working well.

**12. Flu Dates – JT/JO**

There will be 2 different vaccines: one for under 65s and one for over 65s.

The first Clinic will be on Wednesday 19<sup>th</sup> September for the over 65s only.

On Saturday 22<sup>nd</sup> September there will be a drop-in clinic at the surgery as previously and this will be for both age groups.

**13. RBH Developments -TL**

There is currently a digital training exercise for clinical admin staff which should improve administration within the RBH. This would be the theme of the RBH open morning on Saturday 8<sup>th</sup> September. The hospital has a capital expenditure budget of £40m, to include purchase of new diagnostic kit, scanners in Bracknell and Townlands. TL will clarify to JT whether these will be accessible by GPs. ICS is coordinating initial work on forward planning in West Berkshire, Oxfordshire and Buckinghamshire to increase efficiency.

Recent legislation encouraging competition is leading to problems of integration of different systems within the NHS. There was pressure on the RBH during the summer because of the heat and the hospital is now working on dealing with winter problems. A&E and cancer targets are being met. Financial figures at the hospital are good and the RBH is recruiting a new Finance Director.

**14. Dates/Times of future PPG Meetings - TB**

It will be difficult for GPs to attend evening meetings in future. It was agreed to hold future meetings in the day time. JT offered lunch for the group. The next meeting will be on **Tuesday 27<sup>th</sup> November at 1pm** to fit in with the surgery timetable. Members to inform CR of attendance and JO to be informed for catering.

**15. AOB – Macmillan - SG**

SG reported that Macmillan is changing. The HOPE courses have disappeared. RBH will fund the salaries of organisers of a new type of course 'Take Control' for patients and their families. This will be self-referring. Each course could take 20-30 people. SG mentioned that the Macmillan website will also be changing. Macmillan is in communication with various venues across the country to re-introduce the movement exercise classes and training volunteers to run the classes. SG also reported that Relate will be getting involved with Macmillan. TM asked what the difference is between Sue Ryder and Macmillan and SG replied that Macmillan can offer only a limited amount of palliative care. SG will meet JO to update information on the website.

**ACTIONS**

TB/TL	Make amendments to the next questionnaire prior to sending out in October.
HO/JD	To see if Piggott School has the 'gold standard' Survey Monkey and to research questions for the next survey.
TB/LS/HO/JD	To meet to discuss creation of next Piggott survey.
TL	To give TB Involve's contact details.
SG	Meet JO to update Macmillan info on the website.

