

**MINUTES of WARGRAVE SURGERY PPG MEETING
TUESDAY 27th NOVEMBER 2018 at 1.00pm**

Attendance: Tom Berman (Chair) (TB), Tony Lloyd (TL), Jane Love (JL), Lisa Sayers (LS), Dr James Kennedy (JK), Judith Stephenson-Hodges (JS), Sue Griffiths (SG), Celia Reinbolt (Secretary) (CR)

Apologies: Tony May (TM), Josie Osborne (JO), Kate Wilson (KW), Jude Davis (JD), Harman Sondh (HS),

1. Minutes of the last meeting (05/09/2018)

These were agreed.

2. Matters arising

All actions have been taken and other relevant matters are agenda items.

3. Surgery Website – JK/All

It was noted that the surgery had not contacted the PPG for their views regarding the website prior to its going live. There was agreement that there were areas of confusion (e.g. the most relevant information for visitors is found on the side bar under Practice Information rather than in the eight main 'rooms' on the home page). JK said that a screen will be put up in the surgery for anyone wanting to try out the website. The website encourages online use however the exact number of online users is not known – approx. 600-700 – JK/JO will update the PPG. TB had noted areas for correction, such as the PPG information and a need to update the flu clinics information. JK said the website was flexible and easy to update which was one of the reasons Wokingham surgeries were all moving across to this version. The surgery is able to track website requests, information entered, etc. The PPG will include an item on the website in the next newsletter in the new year. There will also be an article in the next Wargrave News.

4. Patient Panel Numbers - TL

TL presented the figures for PRG membership at Wargrave Surgery as at 8/11/2018: 1751. During the period September to November the surgery had lost and gained 25 patients. TL removes people if he gets email bounce back and if they move from the area. DK wanted to know if age/gender information is kept and TL confirmed that the PPG is very aware of GDPR regulations and this information is not kept, only contact details – and one email address per family.

5. Progress on October/November PPG Questionnaire – TB/TL

The closing date for responses is 30th November. TL presented some results to date – a 20% response approximately so far (approx. 330 responses out of 1,700 questionnaires emailed out). TL and TB will produce a report on findings – it was agreed that a reminder email would not be sent out. JK said the doctors would be very interested in the results. The results will be published in the PPG Newsletter to go out in January/February. JK enquired whether other PPGs carry out these surveys. Not many surgeries use Survey Monkey. Wargrave PPG had cooperated with Finchampstead and Brookside, who might yet do a fresh questionnaire via our Survey Monkey annual contract to which they have contributed. SG suggested that any future questionnaire could be advertised on the surgery website to make patients aware and a reminder of the closing date could also be put up next time.

6. Progress on Piggott School Survey – TB/LS

TB and LS had met HS and JD and helped to prepare a draft survey to be emailed to the 6th form group which would be based on student mental health. JK suggested some further questions which could be added to the survey to cover areas that are currently topical. TB is waiting to hear back from HS and JD as to whether the school is prepared to invest in Survey Monkey Gold Standard. TL said that the survey could go from the PPG Survey Monkey if not. TB to seek an early response from the students and also request to see the final version and check on timing. It is expected that the survey will go out before Christmas. A high response rate is expected. LS will ask the students if they are happy for her to share the survey with other interested parties who have shown an interest.

As the two students will be leaving the school next year TB recommended that a further 2 students should be invited to join the PPG, allowing for some overlap. This was agreed.

JK talked about the School of Clinical Sciences at Reading University going to visit local schools. He has suggested they might also visit the surgery. TL had attended a meeting on a youth project run by the ambulance service.

7. GP Alliance Update - JK

The alliance members are working well together. There are key projects to increase the number of FTE pharmacists, physios and dermatologists, the latter being in very short supply. There is a national scheme to buy in physio services. Some physios work out of GP practices as well as from their own premises.

8. GP Online Services - JK

See agenda item 3. Surgery to update the PPG.

9. 7 Day Working (including Sundays?)

TB had noticed that the surgery website says that the surgery is closed on Sundays. JK will check and make sure this amended with the correct information. He also explained the following:

Monday to Thursday – extended service 7.30am up to 7pm – an extra 30 minutes at each end of the day. This will change to 45 minutes later in 2019. Friday – normal hours, 8am to 6.30pm. Saturday – the surgeries will open for 4 hours work in clusters on a rota system (Wargrave, Twyford, Woodley, Loddon Vale); i.e. every fourth Saturday at Wargrave.

Sundays and Bank Holidays will be covered by Westcall who will also cover out of hours.

10. Community Navigator – TB

The PPG was disappointed that Wargrave surgery had lost their CN. TB had emailed Phil Cook who runs the service for Involve for an update on how the service was working now that it was only a telephone service. He is awaiting a response and hopes that Phil Cook could join a PPG meeting.

11. Flu Clinics - JK

The vaccines arrived on time but the surgery had to wait for extra batches of the over 65s' vaccine. SG asked if the vaccines should be effective, and JK responded in the affirmative, particularly for the over 65s. The Royal College of General Practitioners (RCGP) runs the flu sentinel scheme and has reported that flu is currently at very low levels in the UK and also in Europe. JS noted that typically cases of flu rise at the beginning of December.

12. RBH Developments -TL

There is a new permanent 30 bed unit at the hospital which will be operational from 23 December. The Digital Hospital Programme is progressing. There had been a problem with ambulance handover delays. The hospital has appointed two new non-executive directors. There is to be a new consultation on the integrated care system.

13. Date of Next Meeting

Wednesday 6th March 2019 at 1pm.

14. AOB

Macmillan: SG had met JO and they have agreed a statement for the website.

Drs Puddy and Alton joined the meeting briefly. TL questioned the change in funding for GP indemnity. Dr Puddy replied that historically the surgery has paid for all indemnity. However, costs are soaring and this is in part leading to some doctors leaving the profession. In the short term there will be some extra funding to help cover the cost of indemnity.

ACTIONS

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| JK/JO | To update TB on number of surgery website online users. |
| TB/TL | Next PPG newsletter to contain: article on new website, report on PPG Questionnaire results. |
| TB | To contact HS and JD re Piggott Survey for update and talk to the school re future student involvement with the PPG. |
| JK/JO | To update surgery website, specifically regarding opening hours. |