

**MINUTES of WARGRAVE SURGERY PPG MEETING  
WEDNESDAY 25<sup>th</sup> SEPTEMBER 2019 at 1.00pm**

**Attendance:** Tom Berman (Chair) (TB), Tony Lloyd (TL), Dr James Kennedy, Sue Griffiths (SG), Josie Osborne (JO), Bethany Neall (BN), Grace Atkinson (GA), Celia Reinbolt (Secretary) (CR)

**Apologies:** Jane Love (JL), Tony May (TM), Lisa Sayers (LS), Kate Wilson (KW)

**1. Minutes of the last meeting (12/06/2019)**

These were agreed.

**2. Matters arising**

Most relevant matters were agenda items.

Community Navigator: TB had followed up with Phil Cook who will forward stats comparing the previous Community Navigator scheme and the current telephone system. JO does not believe the current system will change despite the previous scheme working well for Wargrave, i.e. a physical presence in the surgery. Funding is for a central system and there is no accommodation now in the surgery. The funding has been extended up to March 2021.

Piggott Survey: appendices not accessible to the committee. To be followed up by BN and GA.

Survey Monkey: TB had contacted Finchampstead and TL confirmed their survey had gone out and was still open. It focusses on DNAs (non-attendance by patients booked for appointments – did not attend).

**3. Surgery Website – JO / All**

JO and team looking into why the website times out – ongoing.

Website amendments still needed to clarify the difference between the PPG and Patient Reference Group.

JO confirmed that 30% of Wargrave patients are signed up for online services. This exceeds the surgery goal.

JK would like to see this percentage rise by offering more online capabilities to patients. He mentioned that a possible change to clinical systems may result in patients being re-registered in the next 12 months. This will be an admin task for the surgery. It was noted that in the case of elderly patients many have children who sign up on their behalf.

**4. New GPs - JK**

The surgery currently has 4 partners: Drs Puddy, Alton, Kennedy and Stocks. Dr Moncur has worked at the surgery for 8-9 years and currently works 2 days a week. Dr Jennifer Singh works on a Thursday, Dr Teresa Abbott works 3 days a week and Dr Annabel Menzies one day a week. Dr Singh will be running evening educational sessions, the current one featuring diabetes (life-style). There have been two sessions so far. Patients attending have had their blood levels monitored and there has been a noticeable drop. This data has attracted national attention and there may be a follow up.

**5. Patient Panel Numbers – TL**

TL circulated an update and reported an increase in numbers over July, August and September. Current active membership: 1,891 (up from 1,836 in May). JO agreed that patient numbers were increasing and stood at approximately 7,200. New patients must live within the practice area and every patient should have a choice of two practice areas.

**6. PPG Draft Newsletter – TB/TL**

TL had emailed the draft to members of the PPG and JO had circulated it to the doctors. Discussion followed concerning any amendments and the order of topics within the newsletter.

It was noted that the first flu clinic had taken place. Wargrave patients, who missed this one (on 21st September) would be advised to call the surgery to make an appointment. Further clinics will also be set up depending on demand. The website will be updated to this effect. The vaccine for high risk children will be available from 7<sup>th</sup> October.

TL will email the newsletter to members of the PRG within the next two weeks and there will be a link to the newsletter on the website.

## **7. Piggott School Survey – BN / GA**

BN and GA had discussed distribution of the report with Mr Dusterhoft at the school and he had requested the removal of all names (pupils and staff). JK advised that health support professionals should be named. TL felt that the report should also go to HealthWatch and to Wokingham Borough Council. JK also suggested the report should be shared with the Board of Governors at the school. TB to write to Mr Dusterhoft and the Deputy Head, Mrs Alexander, at the school with the suggested distribution list as the PPG would like to see the results of the survey taken forward. The surgery to be advised when the report has been distributed. BN and GA to look again at the Appendices being downloadable.

TB thanked BN and GA for their update.

## **8. Future Survey Monkey Funding – TB / All**

Survey Monkey was funded for many years by the CCG and then dropped a couple of years ago. TB has written to Cathy Winfield, Chief Officer at the Berkshire West CCG to reconsider this. It was felt that this tool could be used by so many bodies and PPGs and TB believes it is a much-needed tool. JK suggested contacting Victoria Parker, Director of Communications at the Royal Berks.

## **9. Community Navigator – JO**

TB has spoken to Phil Cook (see Point 2. above). TB asked about 'Social Prescribing'. JK informed the meeting that NHS England is making funding available to the four primary networks for a link person who can take some of the burden from GPs and refer patients to local, non-clinical services. This builds on the Community Navigator scheme and is broader and deeper scheme. More help for GPs is being seen in the employment of clinical pharmacists, physios, social prescribers, paramedics, etc. JO gave the example that a pharmacist is being shared across 5 practices – spending one day a week in Wargrave.

## **10. Primary Care Network - JK**

Primary Care Networks (PCNs) are a key part of the NHS Long Term Plan, with general practices being a part of a network, typically covering 30,000-50,000 patients. There are 45 PCNs across the Thames Valley, Berkshire West has 14. The networks share support infrastructure and work with the integrated care systems. TB asked if this was cost efficient for the patient. JK noted that the paramedic and pharmacy services worked well. TL mentioned that there was talk of Berkshire, Buckinghamshire and Oxfordshire coming together but JK felt that historically large groups do not work.

## **11. Flu Jab Days – JK**

See point 6. Above.

## **12. RBH Developments - TL**

- The summer usually sees a drop in demand and it is a time for maintenance work but this year A&E saw 400 patients per day.
- JO agreed that the surgery had seen more patients this summer.
- There is a problem with lack of space – A&E needs to expand but no funding.
- Infrastructure is old – there was flooding in the summer which was dealt with well by the hospital.
- Air conditioning units failed in July and were replaced.
- The triage system which was introduced has now ceased.
- Electronic patient records – computer system has been upgraded.
- The hospital claims to be able to target patients more likely to develop sepsis.
- The Operations Director is leaving – has been instrumental in the improvement in operation success.

## **13. Date of Next Meeting**

Wednesday 27<sup>th</sup> November 2019 at 1pm.

## **14. AOB**

- Car parking near the surgery and chemist is dangerous – reference was made to this in an article by the Parish Council. The surgery needs more parking space and disability access. JK suggested safer road crossing places.
- Lloyds Pharmacy: SG raised a problem with repeat prescriptions no longer being handled by the pharmacy. Patients have been given no notice of this by the pharmacy. Approximately 20% of patients use the surgery dispensary, 50%-60% use Lloyds and other patients go to Twyford, Henley or Maidenhead. JK confirmed that the surgery had not been consulted and patients were being directed back to the surgery. TB will contact

Lloyds. TL suggested the covering email to patients attaching the newsletter could invite comments on this problem.

- TM had informed TB that Townlands Hospital is now using its top floor. The hospital is run by the Royal Berks and caters for areas outside Oxfordshire too. Townlands has not communicated this change to GPs.
- Berkshire West has issued a PPG newsletter which TL will circulate to the committee.
- TL will speak to Woodley PPG about running a good PPG and TB suggested they should be encouraged to set up a Patient Reference Group.
- The committee discussed future membership of the PPG and JK agreed the group should consider its aims and purpose and be recruiting future members appropriately.

## **ACTIONS**

TB	TB waiting for communication from Phil Cook.
BN/GA	To sort Piggott School survey report appendices.
JO	To continue looking at problem of timing out of website and to make amendments as previously suggested.
TL	To make amendments to the Newsletter and circulate to PRG.
TB	To write to Mr Dusterhoft and the Deputy Head, Mrs Alexander, at the Piggott School regarding distribution of the survey.
TB	To contact Lloyds Pharmacy regarding repeat prescriptions.
TL	To send out Berkshire West PPG newsletter.
TL	To speak to Woodley PPG.