

Wargrave Surgery PPG update

The Patient Participation Group at the surgery would like to provide a brief update following a recent meeting with the senior partner and the practice manager

The practice is, as local residents will be aware, extremely busy with, on average, about 280 phone calls being received each day. This is 35% more than the same period last year. The practice is comparatively well resourced in comparison with many other local practices and has been providing about 27 sessions per week with the staffing available (On each weekday there is a morning session and an afternoon session). During each session a GP will manage about 24 to 27 consultations which, including resulting administration, takes up about 6 ½ hours of time.

The practice currently has four partners and two salaried doctors. The four partners are Dr James Kennedy, Dr Aimee Stocks, Dr Faye Hext and Dr Claire Ingham. The two salaried doctors are Dr Mark Puddy and Dr Shona Lockie.

The practice collaborates with two other local practices (Woodley and Parkside) in a PCN or Primary Care network. These networks are intended to allow practices to recruit other healthcare professionals such as pharmacists and mental health practitioners in order to help provide a more integrated and joined up service for patients. The North Wokingham PCN is also leading a number of initiatives in areas such as the community response to Long Covid, virtual support groups for people with specific issues such as diabetes and hypertension and multidisciplinary team sessions for patients with complex needs. Some of these initiatives are receiving national attention and acclaim and are being replicated elsewhere.

By the time that this Wargrave News is published, the practice will have installed a new telephone system that will further enhance the ability of the PCN to collaborate. There should have been no discernible change in patient experience of the phone system during the changeover. The practice does however have ambitious plans for changing the booking system for appointments, details of which will be posted elsewhere and on the Surgery website in the near future. We would ask all residents to do their best to cooperate with the practise and to understand that the proposed changes should be in the best interests of all patients, whatever short term inconveniences might arise.

At the time of writing, we are unclear about the timing of the proposed strike by nurses. We understand that this will not impact on services at the practise though patients will be impacted by the cancellation of many secondary care services. A strike by midwives, if it should go ahead, might have much more serious consequences.

In the meantime, we have one or two vacancies on the Patient Participation Group and would welcome any expressions of interest to wargravesurgerynet@rgten.co.uk.