

Minutes of the meeting of the WOSEHILL MEDICAL CENTRE PATIENT PARTICIPATION GROUP held on 11th May 2016 in the waiting room, Woosehill Medical Centre from 7.00pm to 8.55pm

PRESENT

Teresa Gautrey (Chairman), Keith Cattran, Phil Evans, Peggy Priest, Jim Stockley, Michael Taylor (Secretary), Chris Allen (Office Manager), Kay Glead, Sharron Hargreaves.- Medical Centre Representatives.
Jackie Meakins, Robin Swan - Guests.

APOLOGIES FOR ABSENCE

Apologies for absence were received from Sharon Connolly, Nicola Wright and Sarah Bailey.

MINUTES OF THE MEETING HELD ON 10 FEBRUARY 2016

RESOLVED 137 That the minutes of the meeting held on 10 February 2016 (copies previously circulated, Pages 56 to 58) be received as a true and correct record and they be signed by the Chairman.

WOKINGHAM AREA PPG FORUM

The Chairman's report was considered (copy previously circulated) together with the Forum's response to the Cluster initiative (Res.134, Page 57 refers). The Chairman advised that details regarding the Cluster initiative would be forwarded to the Surgery. She also advised that the minutes of Forum meetings would continue to be available on our PPG web page.

RESOLVED 138 That the report be received..

ITEMS REFERRED FROM LAST MEETING

8 week appointment system for nurses

It was reported that this had now been implemented. (Res.122 Page 54 refers).

Photographs of medical staff together with their specialisations

It was reported that Dr. Mark Lee was to undertake the photographing of all staff after which a board with the appropriate details will be located under the TV screen in reception.

RESOLVED 139 That the reports be received.

NEW APPOINTMENT SYSTEM

It was reported that of course there have been some problems but on the whole it has been highly successful, which had resulted in more appointments being available, In respect of longer term appointments, the Surgery are now able to offer 1 or 2 weeks in advance. Online, about one third of doctors available appointments are released.

RESOLVED 140 That the report be received and the PRG members be circularised with say 2 or 3 questions on the new appointment system so that their views can be obtained.

PRG

Newsletter - It was reported that Jane Jacques was willing to be one of the 2 Surgery staff on the Editorial Board together with maybe Sarah Bailey who is on holiday at the moment.

RESOLVED 141 That as well as Teresa Gautrey being the editor the other PPG representative be Robin Swan and that the first newsletter be produced as soon as possible.

Membership

RESOLVED 142 That the Surgery be asked to advise the PPG of details regarding gatherings at the Surgery with the Midwife/Health Visitor so that appropriate patients can be approached regarding PRG membership.

PARKING PROBLEMS - The Office Manager reported on the use of the car park by non-patients especially

parents from the nearby school.. She had written to the School Manager but had not received a reply.

RESOLVED 143 i) That if the Office Manager is unable to get an appointment with the School Manager/there is no improvement, the Community Police be asked to take necessary action.

ii) That the Office Manager and Vice-Chairman investigate the provision of an appropriate sign for the car park preferably black lettering on a yellow background.

PILOT 111 TYPE SYSTEM

The Office Manager reported that the Woosehill Medical Centre is to be a Pilot Practice for a 111 Type System which the CCG are looking at trialling.

PATIENT AWARENESS WEEK 6 -11 JUNE

Members considered various options.

RESOLVED 144 That the Group consider how patient awareness can be addressed at a later date including maybe a flip board so that patients can leave their comments on post it notes.

ROOM CONFIGURATION - The Office Manager reported that a large room upstairs is to be split into two consulting rooms. Work starts on 6 June.

DOCTORS ATTENDANCE AT MEETINGS

RESOLVED 145 That in order to facilitate doctors attendance at meetings our next meeting be held on Tuesday 23 August at 1pm and if successful consideration be given to other lunchtime meetings.

COMMUNICATION FLOW

Statistics - Details were given on:

- a) Complaints Statistics - **4** (3 months, 2 appointments, 1 email, 1 water machine)
- b) Do Not Arrive (DNA) Statistics - **79 (100)**
- c) Number doctors/nurses appointments - **not available**
- d) On-line access numbers **1029 (120)**
- e) Patient numbers - **12100 (12100)**
- f) PRG membership - **590 (590)**

Surgery Staffing

The Office Manager reported that 2 new doctors had joined the Practice and although there had been a high turnover in reception staff, all staffing now had a full complement.

ANY OTHER BUSINESS

For Information:

Items discussed included an electronic version of the volunteer driver's poster and the positioning of the hand gel dispensers.