

**MINUTES of WARGRAVE SURGERY PPG MEETING
WEDNESDAY 6th DECEMBER 2017 at 7.30pm**

Attendance: Tom Berman (Chair) (TB), Tony Lloyd (TL), Josie Osborne (JO), Sue Griffiths (SG), Lisa Sayers (LS), Dr J Kennedy (JK), Harman Sondh (HS), Judith Stephenson-Hodges, Celia Reinbolt (Secretary)

Apologies: Kate Wilson, Jane Love, Tony May, Jude Davis (JD)

1. Minutes of the last meeting (20/09/2017)

These were agreed.

2. Matters arising

JO reported that the website was up to date. SG has a meeting next week and hopes to get the Macmillan leaflet and be able to pass it on to JO.

Other matters arising are represented as agenda items for the meeting.

3. Introduction of new PPG Piggott School members

TB welcomed Harman Sondh who is joining the group prior to applying for university to study medicine, dentistry or veterinary medicine. HS presented a survey which he and Jude Davis (currently unwell) had compiled and carried out with 4 year groups (ages 15-18), 5 questions and 5-star rating, regarding the surgery and appointments.

The average rating was 2.9. JK hoped that Wargrave patients would give a higher rating. TL asked if there were other Year12/13 students at the school hoping to study medicine and HS replied that there were. JD hoping to study medicine. HS informed the meeting that students were able to invite guest speakers and JK would be very happy to visit the school to talk to a group of students as has been done at Borlase. JK also mentioned that there would be medical students around locally, including ex-Piggott students, before and after Christmas if any students were interested in talking to them. Prospective medical students are encouraged to have experience in a medical related environment prior to completing their UCAS application, which for medicine must be completed earlier than for other subjects.

TB suggested another similar survey could be carried out in a year to 18 months. JK would like to see an improvement in the scores and JO would like to know if the responses were down to actual experience. JO pointed out that in response to an NHS England telephone survey question, when the next third appointment was available, the Wargrave surgery was able to respond the following afternoon, which is very good.

SG asked what percentage of the Wargrave patients were in the 14-18 age group. JK responded that Wargrave has the oldest population in West Berkshire. There is a substantial teenage group but they move away to university. For more demographic information JK suggested looking at the NHS Choices website

HS has emailed the survey to CR who will distribute. TB thanked him and JD for their survey.

4a. Surgery – change in partnership

JK advised that Dr Aimee Stocks was joining as a Partner from 1st January 2018. There would therefore be 5 partners: three female GPs maintaining a good gender balance. Dr Thurston will reduce by one session. It was noted that there is a problem recruiting partners into general practice. Graduates are going for more attractive sectors. The NHS had launched a campaign to recruit 500 GPs from the European Union. This number has now risen to 3,000.

4b. Surgery Website

JO reported that the website was up to date. Patients are being encouraged to self-manage symptoms - calling 111, visiting the pharmacist, etc. for advice. JK said that the surgery was looking at an enhanced website such as Footfall (see point 8.)

5. Patient Panel Numbers

TL distributed a Patients Reference Group (PRG) spreadsheet with updated numbers. JK remarked that it was very unusual that this should be run by patients. There are approximately 7,000 patients in the Wargrave

Surgery and around 30% are members of the panel. New patients are encouraged to join. TB asked if it was a problem when people wished to join the surgery from outside the catchment area and JO responded that there was more of a problem with patients wanting to stay when they moved away. JK remarked that the surgery was happy to grow. It has a practice area of 60 square miles and it takes 20 minutes to travel from one end to the other. There is not much growth in population in the area.

6. District Nurses

TB has written to the Nurse Manager, Obiageli Okungwu, at the Berkshire Healthcare NHS Foundation in Bracknell, expressing concern about the current District Nurse service. We do not have a problem with the staffing of our in-house Practice Nurses (who are recruited and controlled by our GPs), but there is still a problem with the number of regular District Nurses (controlled by Berkshire Healthcare). She is willing to attend a PPG meeting, and TB will shortly write to invite her to the meeting on 7th March. Both JO and JK reported that the situation had not improved. There is a greater demand for District Nurses in Wargrave owing to the older population. JO reported that the surgery has 5 regular District Nurses who are part-time – 2 full-time equivalent.

7. Dementia Friendly Practice – agenda item requested by Jane Love

There is a link to the Alzheimers Society on the website. JK note that numbers of patients with dementia should eventually top and hopefully fall as general health improves. Practices are working on making themselves more dementia friendly. JO talked about improvements - clearer signage, flooring, access to rooms, use of pictures, de-cluttered walls, more light and people generally being more aware. JK mentioned that 96% of dementias were picked up within the surgery which is a high rate. New drugs are being trialled in research programmes.

8. 'Footfall' Website

JO reported that Footfall ticks some of the NHS Digital boxes but questioned whether it was fit for purpose. The surgery would like the website to do more than it does. There are other competitor websites, some more technical than others. Some Wokingham practices have gone with Footfall. Patients would need access to a PC (SG suggested) and TL wanted to know if it increased the workload for staff. JK responded that using the website can shorten the time a patient spends with a member of the medical profession.

9. Practice Alliance

JK reported that 13 Wokingham Borough surgeries are working together, sharing resources – with a total of 163,000 patients. Projects include paramedics, pharmacists, workflow optimisation, clinical co-ordinators (e.g. handling letters from hospitals). A next step will be to look at pre-op assessments, for example carrying these out in the community to get people through more quickly in the least stressful way. Other subjects include musculoskeletal pathways (redesigning the delivery of musculoskeletal medicine). The West Berkshire Accountable Care System is an alliance of alliances with a budget of £660M from the Department of Health which allows flexibility. It is made up of:

- 4x Berkshire West CCGs
- Royal Berkshire Hospital Foundation Trust
- Berkshire Healthcare Foundation Trust
- 3x Local Authorities in Berkshire West
- GP Alliances

JO mentioned indemnity cover – all practices are going through this scheme with GPs going on training.

10. Paramedic Scheme

The pilot project will finish at the end of January, having begun in August. The paramedics carry out home visits which are very important to the practice. Wargrave has 2 paramedics working 4 days a week – carrying out 2 appointments a day. They have a list of house-bound patients to visit when there are no acute patients. The paramedics can start work from 8.30am. Their work can enable a more even flow if hospital admission is required. They need to work with the ambulance service. TB asked if this scheme could be extended. JK would hope that funding could be extended but it is proving problematic.

11. Community Navigator

This is a volunteer service run by the local authority - with access to a database of voluntary organisations - enabling people to be put in touch with these organisations. There isn't one currently in the surgery although the surgery is trying to recruit.

12. January 2018 PPG Newsletter

TL has produced the Newsletter which had been circulated to the group. A few amendments were suggested by the meeting. JK informed the group that the practice was working to capacity currently and really appreciated that the PPG 'looked after itself'. It was suggested that the Newsletter could mention that the service is being stretched and was looking at ways to improve. TL will carry out corrections, feedback to the practice and then send out the Newsletter. JO will put up a link to the Newsletter on the website. There will also be a reference to Dr Aimee Stocks becoming a partner. TB has asked JD and HS to confirm to him (and check with the school) that they are happy to be included in the lists of PPG members (but without contact details in their case). HS to let the PPG know.

13. RBH Development

TL reported that the RBH was hoping to hit targets. Other updates:

- Chris Granger, widower of Kate Granger and co-founder with Kate of the 'Hello my name is.... Campaign' had visited the RBH as had Jeremy Hunt.
- A GMC survey showed that there were 53,000 doctors in training currently.
- Results were expected following the CQC visit.

14. AOB

There was no other business.

15. Date of next meeting

Wednesday 7th March 2018 at 7.30pm.

ACTIONS

HS To circulate his survey by email to PPG member.

HS/JD To let PPG know if their names can appear on surgery website

SG Macmillan leaflet to JO for website.

TL/TB Have now finalised the Newsletter but are waiting for confirmation from JD and HS and approval of GPs before issuing the Newsletter. JO will then add link on the website

TB To invite Nurse Manager, Obiageli Okungwu, to the next PPG meeting on 7th March.