

MINUTES of WARGRAVE SURGERY PPG MEETING
WEDNESDAY 7th MARCH 2018 at 7.30pm

Attendance: Tom Berman (Chair) (TB), Jude Davis (JD), Sue Griffiths (SG), Tony Lloyd (TL), Jane Love (JL), Tony May (TM), Lisa Sayers (LS), Harman Sondh (HS), Judith Stephenson-Hodges (JS), Dr D Alton (DA), Josie Osborne (JO) Ms. Obiageli Okongwu (OO)

Apologies: Celia Reinbolt, Kate Wilson

1 Minutes of the last meeting (06/12/2017)

These were agreed.

2 Matters arising

The names of Jude Davis and Harman Sondh would now be shown as members of this PPG's website –but without telephone contact numbers.

SG will pursue the matter of information concerning Macmillan when the latter are clear about future funding.

3 District Nurses

TB thanked Obi Okongwu, the Nurse Manager from Berkshire Healthcare for attending this meeting to discuss our issues concerning District Nurses.

DA highlighted that the main problem now being experienced with the District Nurses service compared to the previous regime was the poor continuity of service and lack of close contact with DNs at the surgery. In particular he mentioned that there used to be a Monday lunch meeting at Wargrave surgery, which was regularly attended by 3 or 4 of our DNs. Latterly no DNs had been attending until the last two Mondays when one District Nurse had appeared. Wargrave has a relatively high proportion of elderly residents needing DN support in the home.

OO talked about the well-publicised national problems concerning recruitment and retention of nurses. This had affected us locally with older nurses retiring faster than new ones could be recruited. In the last 4 months there had been a reduction in her team of 3 or 4 nurses.

OO said that Berkshire Healthcare was focussed on recruiting more DNs particularly from universities –which inevitably put pressure on existing nurse trainers. So the shortage of nurses would not be solved overnight, and Berkshire Healthcare was seeking more efficient approaches such as mobile working and pooling nurses into bigger teams such as for Wargrave + Twyford + Woodley.

TM asked whether the objective of patients seeing the same DN on each occasion could be achieved. OO said unfortunately not, but emphasised that the quality of clinical attention was and would be unimpaired.

OO was unable to specify the target number of District Nurses that should be established for Wargrave/Twyford/Woodley. But, in conclusion she agreed that the Monday meetings at Wargrave surgery were important and that in future at least 2 District Nurses would attend. She said that she would be happy to come and talk to us again at Wargrave surgery PPG in the future.

4 Piggott School Survey

This was the first opportunity for HS and JD to discuss the end-2017 Piggott School Survey results in detail with PPG members.

A number of members were interested to know how the questionnaire had been issued, whether the responses were only from Wargrave surgery users, whether respondents certainly knew that answers in the range 1 – 5 meant that 1 was very poor and 5 was very good, and why the students' level of satisfaction was generally so much worse than the previous local PPG (and national Ipsos/Mori) surveys had indicated for adult Wargrave Surgery patients.

HS/JD explained that the survey had been issued by email and had only sought responses from students attending Wargrave surgery. It was felt that respondents understood well the scoring system.

This survey was seen as a starting point, and it was agreed that there should be a follow-up questionnaire maybe in a year's time, testing further the students' level of satisfaction. JL suggested that the next survey might have more questions, and she and others thought it would be helpful to separate responses by gender. DA proposed that a future survey might seek some qualitative results by interviewing in depth 3 or 4 respondents. LS questioned how many of the students made GP appointments on their own or via their parents.

HS/JD had used a basic version of Survey Monkey on this occasion; in respect of a future survey, they would make enquiries with the school whether a more sophisticated version could be used.

TB thanked HS/JD for their initiative, and proposed that a follow-up survey at Piggott School be planned for a year ahead (ie early 2019) and that a sub-group of PPG members be set up to assist HS/JD in planning the questionnaire.

5 Surgery Website

Nothing new to report.

6 Patient Panel Numbers

TL presented the figures for PRG membership at Wargrave Surgery as at 30/01/2018: 1619 patients. Following the recent issue of the PPG Newsletter, it had been possible to "cleanse" the list of a significant number of patients, who had left the area or died. If the Wargrave Surgery patient list is about 7000, 1619 represents 23%.

7 Survey Monkey

TL reported that the CCG, which had previously paid for the annual subscription to Survey Monkey on behalf of themselves and the Wokingham area PPGs, were undertaking a cost-cutting campaign and had therefore decided to cease their contract with Survey Monkey. The Wokingham area PPG Forum had pointed out that a mere £40 from each of the Wokingham area practices would cover the cost of a continuing Survey Monkey annual subscription. But the Wargrave practice (and the local GP Alliance) had decided "in principle" not to help. DA explained that the principle in this case was that, if when the CCG decided to cancel a financial contribution, the surgery picked up the tab, this would very likely encourage the CCG to transfer other financial burdens onto the GP surgeries in future.

TL and TB emphasised that the loss of Survey Monkey would render PPGs practically worthless. What has been the point in building up our Patient Panel numbers? And how can a PPG pass evidence-based information from patients to the GPs without surveys being returned by patients via Survey Monkey?

It was agreed that Dr Alton would speak further with Dr Kennedy about the possibility of the GP Alliance paying for the Survey Monkey subscription. The potential quid pro quo being that the GP Alliance should be interested on its own account in obtaining evidence-based information from its patients, while TL was willing to contribute the technical work of inputting any GP Alliance questionnaires into the Survey Monkey system.

The meeting agreed that, if ultimately the professionals refused to help the PPGs, the lay members of PPGs across the Wokingham area should "put their hands in their pockets" to raise the necessary funds. If it came to this, TB agreed to open fund-raising discussions with the other PPGs and TL agreed to continue offering the technical service of inputting any PPG questionnaires into Survey Monkey.

8 January 2018 PPG Newsletter

Our latest PPG Newsletter was sent out in early February to 1400 Patient Panel members. Only 76 patients acknowledged receipt, but it was felt that most recipients would have been unaware of the facility to do this, and it could be assumed that the majority would have been interested to read the highlights of news from their surgery.

9 GP Alliance

DA reported that the Paramedics scheme was going well.

A Clinical Coordinator, responsible for admin letters and suchlike, was now in place at Wargrave surgery.

10 Footfall Website

Funding for this website is now available for all of Berkshire West, and the Wargrave Practice has now signed up for it. It will be installed within a month or two.

JO mentioned that she might have less flexibility than heretofore in making adjustments to this website to suit local needs.

11 Paramedic Scheme

This scheme, which had been due to finish at the end of January, has been further extended to 1st April.

12 Community Navigator

We now have a new Community Navigator, Narinda Singh, attending surgery every Wednesday.

13 RBH Developments

TL reported that the CQC had marked the Hospital as "Outstanding", noting its particular strengths in certain departments such as Urology.

A new RBH strategy document is to be issued shortly highlighting the aim to move some services to sites such as Townlands, Bracknell, and the community hospital at Thatcham.

The RBH is strongly focussed on meeting its financial target in the latest (4th) quarter. Failure to do so would put at risk about £3m of future funding.

Like other parts of the NHS, RBH has serious recruitment problems.

14 AOB

Our new GP Registrar is Dr Tang, who has been with the Practice, seeing patients under supervision since February. She is working 3 days a week and will be at Wargrave for 6 months, after which she moves to the Finchampstead practice.

JL commented on the plans to sell off the Sue Ryder site. A number of members expressed concerns at this loss.

15 Date of next meeting

Wednesday 6th June at 7.30pm

ACTIONS

SG Progress on Macmillan leaflet

HS/JD To enquire of the Piggott School about access to a top level version of Survey Monkey.

DA To speak to Dr Kennedy re GP Alliance funding of Survey Monkey.

TB To follow up with other PPGs re Survey Monkey funding