

MINUTES of WARGRAVE SURGERY PPG MEETING

8th March 2017

Attendance: Tom Berman (Chair) (TB), Sue Griffiths (SG), Tony Lloyd (TL),
Jane Love (JL), Tony May (T M), Judith Stephenson-Hodges (JS-H)
Josie Osborne (JO), Dr M Puddy

Apologies: Jeremy Butler, Pam Sumner, Kate Wilson

The Group sent its very best wishes to Jeremy Butler, who has been ill.

1. Minutes of the last meeting (30/11/2016)

These were agreed.

2. Matters arising

The Community Navigator's report had yet to be issued

It was agreed that further recruitment to this PPG should be considered. Both the practice and the lay members would give thought to potential candidates and report back to the next meeting.

In regard to recruitment of a Secretary, TB had advertised in the February Wargrave News but without any response.

3. Surgery Website

It was agreed to bring up-to-date the membership of the PPG shown on the website.

4. Complaint Review Form

The annual Complaint Review Form dated 6th February was presented to the meeting. It showed an improvement on the previous year's return and, in terms of number of complaints, Wargrave surgery scores significantly better than most other practices.

5. Patient Panel Numbers

TL explained that there had been some cleansing of the list following the January 2017 Questionnaire. The current active membership now stands at 1440, which is about 21% of the patient list (c.6950) for Wargrave surgery.

6. Wargrave Surgery Patient Questionnaire, January 2017

1346 questionnaires were issued, and at this 8th March closing date 305 had been returned (236 by email, 69 by post). TL gave a summary of the responses. This will be fully documented in a report to be issued in a few weeks time.

7. CQC Visit, 9th Febtuary

There had been a second full and rigorous inspection by the CQC. Their conclusions were due to be received by 17th March.

8. District Nurses, Practice Pharmacist, Dementia Friendly Practice Alliance.

Dr Puddy brought the Group up-to-date on these four issues:

District Nurses

Following the move of Health Visitors to a community centre, there is now some consideration being given to moving away our District Nurses in an amalgamation with Twyford. The Wargrave practice is arguing that this would not be cost effective and would be damaging for patients. The Group would support this view.

Practice Pharmacist

Abid Pathan has been recently recruited (5 x half day a week) to strengthen the Pharmacy team.

Dementia Friendly Practice

The surgery has put in a lot of work in applying to NHS England to qualify as a Dementia Friendly practice.

Practice Alliance

This is a process of meeting with other Wokingham area practices (particularly Twyford and Woodley in our case) to see what can be done more effectively in cooperation with eachother.

9. Defibrillator

TL reported on the questions of ownership and maintenance of the defibrillator outside the surgery. The Parish Council has yet to be approached. The best option could be the Ambulance Service Charity. The Twyford Partnership only insures their defibrillators for misuse.

There have been four well-attended training sessions.

Another defibrillator is being considered for outside the Woodclyffe Hall

10. RBH developments

TL commented that the new CEO at RBH has made a good first impression. However, retaining and recruiting nurses has become a major problem. Seemingly every hospital in the land is competing for recruits from the Philippines.

TB reported on meeting Jane Thomson, the Assistant Director of the Quality Team at Wokingham CCG, who oversees RBH priorities in respect of prompt patient discharge from the hospital –amongst other targets.

11. Oxon/Bucks/Berks GP Fee Generating Scheme

TM questioned whether anything in the way of GP Fee Generating schemes was happening in this area. Dr Puddy was aware of ideas proposed by an Oxon GP, but there had been no outcome.

12. AOB

TL had responded to a patient's suggestion that the practice should use A double-sided printer,

TM referred members to an article concerning a smartphone "Babylon" App that is designed to provide a first stage of triage, which is being tested via 111 in North London.

SG described the excellent support offered to cancer patients at Macmillan Hope courses. Patients can refer themselves or be referred by GPs. It was agreed that this patient service will be highlighted in the Surgery website and in the next PPG newsletter.

13. Date of next meeting

Tuesday 13th June 2017, 7.30pm (Note the change to a Tuesday)

ACTIONS

All To consider potential recruits to our PPG for discussion in June

JO To revise PPG membership as shown on the surgery website

TB/TL To produce a summary report on the Jan 2017 Wargrave Surgery Patient Questionnaire.

PPG To express the Group's view in the event of proposals to move our District Nurses away from Wargrave.

JO/SG To agree a reference to the Macmillan Hope cancer support service in the surgery website

