

## Minutes of Wargrave Surgery PPG Meeting 7<sup>th</sup> September 2016

Attendance: Tom Berman (Chair) (TB),  
Sue Griffiths (SG), Tony Lloyd (TL), Jane Love (JL), Tony May (TM),  
Dawn Owen, Judith Stephenson-Hodges (JS-H), Kate Wilson (KW),  
Dr Kennedy, Josie Osborne (JO).

Apologies: Jeremy Butler, Jim Donovan, Pam Sumner.

TB Welcomed Judith and Dawn.

### 1. Minutes of Last Meeting (22/06/16)

Agreed.

### 2. Matters Arising

JO said that, as soon as the report from the Community Navigator was received this would be shown on the website.

TL and Dr Kennedy felt that the June 2014 Health Survey should continue to appear on the website for the time being so that patients could compare with more recent survey results.

Non confidential complaints – none had been received. JO said she would bring any complaints/feedback to the next meeting.

### 3. CQC Report

TB asked that all the surgery staff should be made aware how much the PPG members appreciated the enormous amount of work they had done in preparation for the CQC inspection.

Dr K and JO summarised the CQC inspection procedure (on 9<sup>th</sup> June) and the findings in the report published on 23<sup>rd</sup> August. The full report is on the surgery website and there is a notice about it in the waiting room.

It was agreed that the practice's action plan following the CQC inspection will be passed to TB as soon as possible and a summary of this should be sent to Patient Panel members. TB will draft a communication for approval by the doctors and discussion with PPG members.

### 4. Defibrillator

The box outside the surgery is currently empty as there had been a misunderstanding about moving the surgery's equipment into it. The practice is required to keep its defibrillator in house. Therefore another one would be purchased for the outside box. TL said the normal cost is £1,000 + VAT, which hopefully could be found by fund raising.

Apart from a new one outside the surgery, the plan is for still more to be installed around the village. All will need to be maintained (new batteries etc.) and there is a question of the Parish Council's involvement in this.

TL mentioned that a life had been saved by having a defibrillator available at the 10k race in June.

5. Surgery Website

JO asked if anything needed to be changed/added. No one had any need for this.

6. Patient Panel Numbers

TL gave a handout with analysis of PRG/Patient Panel Membership, now up to 1,381 (=20% of the patient list).

7. Next Patient Survey

The last Wargrave patient survey was held in January 2015. There was a discussion as to whether another is needed and, if so, covering what topics. It was agreed to focus in part on mental health/elderly patient support/carers' needs and in part to return to previously surveyed issues in order to measure changes over time. TB and TL will draft something for discussion by the Group with the aim of issuing a survey in the new year.

TL will enquire of NAPP whether they have suggested questionnaire formats for PPGs.

8. Community Navigation

At present the Community Navigator is seeing 1-2 patients per week. He is unable to do home visits due to not being covered for insurance purposes. JO mentioned that our navigator, Les, is very good and sends a thorough report to the Surgery.

9. The 'Crisis in General Practice'

There was discussion on any comments recently received on the PPG's June communication to patients. It was felt that some people had misread the current situation at Wargrave as being worse than it actually is. Dr K said he knew of a number of patients who had written to their MP.

10. RBH developments

TL reported that the the Chief Exec. had resigned and returned to New Zealand. RBH are now recruiting and had been impressed by the numbers and quality of recruits, which had been narrowed down to four.

There is to be an open day on 17<sup>th</sup> Sept. Debbie McGee is to give a talk about the treatment her husband received.

There is no let-up on RBH's current financial difficulties and the unusually heavy summer inflow of patients before the normal winter surge is liable to make matters worse.

TB commented that the Wokingham Area PPG Forum (together with Healthwatch) had in 2015 agreed targets with RBH to improve significantly the safe and timely discharge of patients. By RBH's own report there had been no improvement for patients in the past year, and Caroline Ainslie, the Nursing Director, had cancelled an agreed follow-up meeting to discuss remediation. TB suggested that this ought to be pursued vigorously by the PPG Forum together with the CCG.

#### 11. Townlands

Dr K said patients were very happy to attend Townlands. It is a very positive asset for the community.

TM mentioned the beds issue. Steering group having a meeting in October.

TL explained how Oxford hospitals have 3 wards open as a community hospital, now employing their own staff. This was discussed.

JS-H mentioned 'virtual' wards and this was discussed. Consultants are involved with Community Care response team. It was felt care homes are monopolising Townlands.

#### 12. Any Other Business

SG enquired about the rolling screens in the Surgery and the fact that Wokingham is mentioned, which confuses patients. This would be changed by JO.

JL had received a question from a patient in Waltham St. Lawrence who had required antibiotics. She had 'phoned the Surgery and a doctor had said the antibiotics would be sent out. She then had a call from the Surgery to say these could not be dispatched as they had not been paid for. JO would look into this.

#### 13. Date of next meeting

Wednesday 30<sup>th</sup> November 2016, 7:30pm.

Cont/.....

Action

**JO** Matters Arising - Community Navigator Report to be put on website.

To bring patient feedback/complaints to next meeting.

To update Surgery action plan on CQC report.

Update rolling screens in Surgery.

To look into problem of Waltham St Lawrence medication/payment.

-----

**TL**

To progress defibrillator for box outside surgery.

To check with NAPP re. PPG questionnaire formats.

**TB**

To draft note on surgery action plan for Patient Panel following CQC inspection.

**TB/TL**

To draft next Wargrave patient survey for discussion at November PPG meeting.