

**Minutes of Wargrave Surgery PPG meeting**  
**22nd June 2016**

Attendance: Tom Berman (Chair)  
Jeremy Butler (JB), Jim Donovan, Tony Lloyd (TL), Tony May (TM) , Sue Griffiths  
Dr Kennedy (JK), Josie Osborne (JO), Steve McSweeney (SMS)

Apologies: Jane Love, Pam Sumner, Kate Wilson

TB announced that Sue Saunders has decided for personal reasons to retire from the PPG, and he thanked her for her contribution over the past year.  
Steve McSweeney, our Community Navigator Coordinator, was warmly welcomed to the meeting.

Agenda Item

1. Minutes of the last meeting (23/03/2016)

These were agreed.

2. Matters arising

Staff photos in Reception had been updated.

3. Community Navigators in Wargrave

Steve McSweeney is employed at Involve, a charity supporting the voluntary sector. He has a 3 year contract with Wokingham Borough Council to set up community navigators with groups of GP practices in the borough. This project started in September 2015 with the recruitment and training of voluntary navigators. So far 8 have started and 3 more are in training, and there will be further recruitment.

The initial recruits started with the first group of surgeries at Wargrave, Wokingham Medical Centre and Swallowfield in March 2016.

The plan is that when GPs (or nurses) become aware that, apart from the clinical attention given at the surgery, a patient (or carer) could be helped by various sorts of social care and/or voluntary support, they could refer the patient to a community navigator. Community navigators currently attend each of the three surgeries for 2x 2 hours per week. When patients have agreed to meet a community navigator, the objective of the latter is to discuss their non-clinical problems and needs and then to provide a “sign-posting” service suggesting where the patient might find the most appropriate support.

Community navigators are armed with tablets giving access/information on about 3000 support organisations via the Wokingham Information Network website. There have been some teething problems with the use of these ipads in existing surgery WiFi systems.

So far, since March, across the 3 practices there have been 42 referrals of patients to community navigators, 20 of which have been at Wargrave (16 at Wokingham Medical Centre and 6 at Swallowfield), which indicates a good commitment to this service at our surgery. Dr Kennedy commented that the feedback has been very positive.

SMS said that the first idea was that each referred patient should have a 15 minute slot with the community navigator; but in practice much more time has generally to be allowed.

The next cluster of Wokingham practices to use community navigators will be the surgeries around Brookside.

After his presentation SMS took a number of questions from members, one of which concerned publicity for this service. This is already shown on the waiting room screen.

**ACTION:** It will also be highlighted on the Surgery website  
**- JO**

TB thanked Steve McSweeney for his excellent presentation. This looks like a really useful initiative.

4. Surgery Website

The 2015 Wargrave PPG Survey report has now been included on the website.

5. Patient Panel

TL presented the latest figures. Current active membership has increased further to 1291. The practice has agreed to store the disc containing this data base (as back-up in case of problems with Tony Lloyd's computer).

**- JK**

6. Wargrave Practice - GP staffing

It was confirmed that Dr Aimee Stocks started at the Surgery on this day. It was also confirmed that Doctors' Consultation Days will be as follows: Dr Thurston 3 days a week, Dr Puddy 4 days a week, Dr Kennedy 3 days a week, Dr Alton 3 days a week, Dr Moncur 2 mornings a week, Dr Stocks 2 days a week.

**ACTION:** The inclusion of Dr Stocks in the Doctors Consultation Days will be shown on the website

- JO

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7. CQC Inspection 9th June

The Wargrave Practice CQC inspection took place on 9th June. JK described the practice's team's hard work to prepare for this -at two weeks' notice- and the long day of investigations by the team of 7 CQC personnel. The inspectors will respond in 4-6 weeks to conclude whether Wargrave Surgery rates "outstanding", "good", "requires improvement" or "inadequate". If "outstanding", the CQC would not re-inspect for 5 years; if "good", re-inspection would occur in 3 years.

The CQC sought views from the PPG (TB and TL). One question asked of TL was whether the practice shared patient complaints with the PPG.

**ACTION:** It is agreed that patients' (non-confidential) complaints to the practice should be on the agenda of future PPG meetings.

-TB

8. "The Crisis in General Practice" -communication to patients.

The PPG letter to patients previously agreed with the doctors had been emailed to the 1250 Patient Panel members at the beginning of June. It was also available on the surgery notice board. It was reproduced in the June edition of the Wargrave News, and it received some comment in the Twyford Advertiser.

Six specific written responses from patients were passed to the practice. Verbal reactions to PPG members had generally been favourable to this initiative.

9. PPG Secretary

It was agreed that the Chairman should talk to two new potential candidates to join the PPG: one as a minute taker in place of JO (who will continue to attend the PPG meetings as Practice Manager) and one as a PPG member (in place of Sue Saunders).

**ACTION:**

- TB

10. Defibrillator

Everything is ready for the defibrillator to be installed outside the surgery.

**ACTION:** TL to arrange a date with the electrician, Bruce Glasby

- TL

TL gave details of a training session for the use of the defibrillator on 7th July.

11. RBH Developments

JB reported that the RBH Chief Executive is leaving. The delays in producing letters (from Clinical Administration) to GPs are reducing. There has been some progress towards meeting cancer targets. The current year's deficit is £9.1m and future severe financial problems are expected.

12. Townlands

There are still no beds available at Townlands. The St John Care Trust Care Home adjacent to Townlands will hopefully open in the autumn with 11-14 beds. TM is due to attend the Stakeholders Reference Group meeting on 19th July.

13. CCG Developments

Wokingham CCG is also under severe financial pressure.

14. Any Other Business

Flu Campaign

The next seasonal flu jab campaign starts in September. Dr Kennedy explained that last year there was a reduction in patient take-up, and therefore this time the surgery will be offering more clinics, will chase after the vulnerable, will be texting patients and generally publicising the campaign.

**ACTION:** Any opportunity for the PPG to promote this would be welcome  
**- TB**

CCG/WBC public meeting 23rd June

There is to be a public meeting on Thursday 23rd June for the CCG/WBC to discuss health service plans and to hear patients concerns. All are welcome.

Section 106 & CIL payments

Wokingham B C's Health and Wellbeing Board has made a capital payment of £150,000 to Wokingham Medical Centre in respect of their new premises. Grants of this sort are available from Wokingham's Section 106 and CIL (Community Infrastructure Levy). The question arose as to whether at any future stage the Wargrave practice might have a case to seek a grant of this sort. The consensus was that Wargrave would be considered a low priority by Wokingham.

**ACTION:** This matter is on the agenda of the Wokingham Area PPG Forum, and this PPG's discussion should be reported to it. **- TL & TB**

15. Date of next meeting

Wednesday 7th September 2016 7.30pm