

**MINUTES of WARGRAVE SURGERY PPG MEETING
WEDNESDAY 27th NOVEMBER 2019 at 1.30pm**

Attendance: Tom Berman (Chair) (TB), Dr Mark Puddy (MP), Josie Osborne (JO), Sue Griffiths (SG), Jane Love (JL), Lisa Sayers (LS), Grace Atkinson (GA), Celia Reinbolt (Secretary) (CR)

Apologies: Tony Lloyd (TL), Tony May (TM), Kate Wilson (KW), Bethany Neall (BN),

1. Minutes of the last meeting (25/09/2019)

These were agreed.

2. Matters arising

Actions from the previous meeting:

TB had still not heard back from Phil Cook.

TL had made amendments to the Newsletter which had then been sent out.

TB had contacted Mr Dusterhoff.

Other relevant matters were agenda items.

3. Surgery Website – JO / All

Timing out of the website: no longer a problem.

TB pointed out that under the 'News' section, the last newsletter was from January 2019. JO will amend and add the October 2019 newsletter.

TB again mentioned that amendments were required to the PPG section – Judy Butler has the corrections.

TB also pointed out that under the 'Doctors' section two doctors do not have any information against their names. JO replied that this is in hand – she is waiting for them to let her have the information.

4. Patient Panel Numbers – TL

TB circulated an update prepared by TL and reported a fall in numbers between September and November. Current active membership: 1,844 (down from 1,891 in September). This was due to 'bounces' from the newsletter, duplication, resignation, death or move from the area. SG asked if there were any age groups to target. MP responded that this depended on the current membership which is currently older as the original PRG recruitment was carried out at flu clinics. MP suggested that JO could provide sign up forms at the children's flu clinics which were still taking place. TB felt that in a few years' time the membership will be a good reflection of the registered patients.

5. PPG October 2019 Newsletter – All

TB wished to record the committee's thanks to TL for producing, editing and sending out the newsletter. 53 people had acknowledged receipt of the newsletter, one comment had been received. The doctors felt it was very good. The committee agreed to continue producing a regular newsletter.

6. Piggott School Survey: follow up – LS/TB

TB/TL have received a favourable response from external parties who had been sent the report, e.g. the CCG, WBC. TB and LS had visited the Piggott School and met Katie Hopkins, Head of PE and a 6th Form Tutor, and Karen McNaughton, Head of Year 12. They had taken on board the findings of the survey and were keen to see more information around the school, such as posters, letting pupils know how and where to find help. SG wanted to know who the SEN co-ordinator was at the school. She also suggested someone could talk to students before GCSEs, for example, about ways to manage stress.

MP informed the meeting that the Head of the school, Mr Gray, had been invited to attend a practice meeting at which the report was discussed. He had seemed very positive and aware of what was needed at the school. They had discussed CAMHS services and how they affect schools. TB suggested that local GPs (Wargrave, Twyford and Henley) could visit the school to talk to staff and pupils about mental health issues. Katie Hopkins and Karen McNaughton suggested the best time was on a Friday morning at 8.50am for 10 minutes at an assembly. MP said that CAMHS was very stretched but felt it would be better for a representative from CAMHS to visit the school.

LS will make contact with the school again in 6-8 weeks for an update on progress. MP will discuss GPs visiting the school at the next partners' meeting. The PPG will continue to follow up as much as possible.

7. Survey Monkey Funding – TB

The Primary Care Network would like to support PPGs and MP suggested that TB could make a brief formal submission on behalf of the five PPGs to apply for funding towards Survey Monkey. The PCN would then need to consider the application.

8. Lloyds Pharmacy Monthly Repeat Prescriptions – SG/TB

TB and SG will be meeting Courtney Smith and a junior manager from Lloyds on 10th December at 10.30am to discuss the changes to repeat prescriptions and the problems caused to patients by this change. Patients not on batched prescriptions were now having to request repeat prescriptions from the surgery rather than directly through the pharmacy. Very often the medication was not available when it should have been. JO said that the surgery had not been informed of the change and SG said that patients were only informed about a month before the change when they happened to visit the pharmacy. It was felt that there was a lack of organisation within the Wargrave pharmacy; there had been several locum pharmacists. MP felt that the local Wargrave pharmacy manager should attend the meeting and JO will also attend.

9. Primary Care Network - MP

MP felt that it was early days and the PCN was finding its feet. It is coming out with some good ideas but he was concerned about some problems of detail such as the fact that the new pharmacist shared across the 5 northern practices was still being paid 100% by the Wargrave Practice.

10. Flu: Autumn/Winter 2019 – MP

No flu to report so far. There had been more cases than usual in Australia earlier in the year and this can be a predictor for the UK. The supply to schools had failed and the surgery was treating high risk children.

11. Wokingham Medical Centre/Modality Partnership

Wokingham Medical Centre has been taken over by Modality Partnership which has approximately 30 medical centres, originally based in the Midlands. TB mentioned an article in the local Wokingham Paper saying that the Centre was causing serious patient dissatisfaction, and he compared the results from the survey by NHS England, which comes out every September, enabling a comparison between the Wargrave practice and Wokingham Medical Centre (which has approx. 27,000 patients). The Wargrave results were far better. TB felt that larger is not necessarily better. MP said that every practice must jump through the same hoops, whether it is large or small, and many small practices find it difficult and have no choice but to become part of a larger group. The NHS England survey should be an agenda item in September 2020.

12. Date of Next Meeting

Wednesday 4th March 2020 at 1pm.

13. AOB

TB informed the meeting that a representative from the Berkshire Diabetic Eye Screening Programme would like to attend our next meeting to give a talk. They will be invited to the meeting on 4th March.

ACTIONS

JO	To make amendments to PPG section of the website as previously suggested.
LS	To contact the Piggott School in 6-8 weeks for update on progress following survey and report.
MP	To discuss GP visit to the Piggott School at next partners' meeting.
TB	To submit an application for Survey Monkey funding to the PCN.
TB/SG/JO	To attend a meeting with Lloyd Pharmacy on 10 th December.
TB	To invite a representative from the Berkshire Diabetic Eye Screening Programme to attend the PPG meeting on 4 th March 2020.