

Minutes of the meeting of the **WOKINGHAM MEDICAL CENTRE PATIENT PARTICIPATION GROUP** held on 14 January 2016 in the Common Room at Wokingham Medical Centre from 15.00 to 17.00

PRESENT:

Christine Holland (CH) Chair, Chris Atkinson (CA), Margaret Campbell-White (MCW), Ann Collins (AC), Bill Mahony (BM), Lynda Petley (LP), Mike Nicholls (MN), John Blaney (JB), Susan Stone (SS), Linda Wickham (LW), Mike Bicknell (MB), John Guice (JG), John Griffin (JG), Denise Connor (DC), Geoff Hallett (GH)

(MCW) Kate Mansi (KM), Rowena Beech (RB), Dr Amandeep Grewal (AG)

NOTE TAKER: Peggy Bly (PB)

APOLOGIES FOR ABSENCE:

David Shakeshaft (DS)

MINUTES OF LAST MEETING:

The minutes of the meeting held on 9 September 2015 we approved as a true and accurate record.

| Agenda item | | Action |
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| 1 | <p>Welcome and Introduction to new Members KM opened the meeting and welcomed new Members following application forms to join the Group where distributed at the recent Flu Clinics. An update sheet was discussed with all attendees - see attached.</p> | |
| 2 | <p>Minutes of the last meeting Minutes of the meeting held on 9 September 2015 were approved as a true and accurate record.</p> | |
| 3 | <p>WMC Update and Complaint Audit Presentation Dr Grewal presented an overview of the Complaints Procedure which had also been reviewed by the Practice Team. Figures were drawn from the various areas of WMC including the PST (Patient Services Team), NT (Nursing Team) and Doctors. It was found that across the whole Medical Centre only 51 formal complaints had been received which considering there are 23,000 patients registered and over 199,000 consultations in that year, was relatively a small percentage in comparison to the overall number of patient contacts that took place.</p> <p><i>Conclusions:</i> to learn from the experience; use as a learning tool. Patients and Doctors should be a partnership. If no complaints were received, we would not know things were not working properly.</p> <p>Further complaints and discussions about the 28 day prescription service took place. It was stressed that this was an initiative to reduce high wastage. The Doctors have tried to explain the system and rational for it to patients and to the local Pharmacies, who were supportive.</p> | |

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| | <p><i>Suggestions were put forward:</i></p> <ul style="list-style-type: none"> • Pharmacies should remind patients when handing out the medications of the repeat prescription policy. Dr Bahra met with all local Pharmacies to discuss the policy but ASG will ask him if he could remind them of this change. • Handouts explaining the policy should be left in reception and waiting areas • Pharmacies attach policy handout to prescription bags when patient collects • Policy to appear in Wokingham Word free paper. KM to investigate this option <p>CH asked if a patient had a complaint, to whom should it be addressed? AG answered that wherever the complaint was addressed, it would be followed up individually. The patient would be informed their complaint was being looked into in accordance with our published policy and timescales.</p> <p>Various other queries and ideas were mentioned, these should be put in Suggestion Box in Reception area as individual needs cannot be met at this meeting.</p> <p>Question about Saturday appointments and extended hours arose. ASG stated Saturday appointments were very popular and that his schedule on these days was very well attended. He reiterated that Saturday appointments and extended hours (7am - 7pm) were funded by the CCG until the end of March and not sure if this will continue thereafter, but likely. KM/RB to remind PST to offer Saturday option to patients.</p> <p>CH thanked ASG for his presentation and time.</p> | <p>ASG</p> <p>KM</p> <p>KM</p> <p>KM/RB</p> |
| 4 | <p>Future PPG meetings arrangements</p> <p>Awaiting feedback from PPG after their discussion.</p> | |
| 5 | <p>PPG Ideas for Upcoming Year</p> <p>KM informed the meeting WMC were looking to take on 2 apprentices to work within the PST on the front desk and 2 apprentices to train as a Health Care Assistants. The National Skills Academy will organise the recruitment and successful candidates will be trained towards recognised accreditation by Southampton University.</p> <p>WMC is also looking for GPs, or where appropriate, GP Pharmacists to replace Dr Beard and Dr Edwards. Advert is on our website together with invitation for Practice Nurse and Nurse Practitioner applications. Recruitment is well underway,</p> | |
| 6 | <p>AOB</p> <p><i>Website:</i> CH asked how much the website was visited? CA commented on how much the website had improved.</p> <p><i>Health Check letters.</i> KM explained these letters do not all go out together as volume too high but are staggered to avoid overloading local Pharmacies.</p> | <p>KM</p> |

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| 7 | Date and time of next meeting To be held during April - date to be finalised with CH and KM | CH/KM |
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