

Minutes of the meeting of the **WOKINGHAM MEDICAL CENTRE PATIENT PARTICIPATION GROUP** held on 24 June 2015 in the Conference Room at Wokingham Medical Centre from 15.00 to 17.00

**PRESENT:**

Christine Holland (CH), Ann Collins (AC), Sheila Patten (SP), Linda Petley (LP), Margaret Campbell-White (MCW)

Clive Edwards (CE), David Shakeshaft (DS), Kate Mansi (KM), Rowena Beech (RB) representing WMC

**NOTE TAKER:** Peggy Bly (PB)

**APOLOGIES FOR ABSENCE:**

Tony Picton-Clark, Malcolm Savill, Lyn Williams

**MINUTES OF LAST MEETING:**

The minutes of the meeting held on 2 April 2015 we approved as a true and accurate record.

Agenda item		Action
1	<p><b>Welcome new joiners</b></p> <ul style="list-style-type: none"> <li>• CH led the meeting. All present introduced themselves.</li> <li>• It was agreed the minutes of meetings would be sent electronically to members of the PPG.</li> <li>• The Agenda of forthcoming meetings to be circulated to members of the PPG before the meeting in time for approval and/or additions of items to be discussed.</li> <li>• KM to check and send email address to members of the PPG.</li> </ul>	KM KM
2	<p><b>Update of events since the last meeting</b> DS circulated a paper outlining events since the previous meeting and reported on the following:</p> <ul style="list-style-type: none"> <li>• <b>CQC</b> CQC inspection was held on 6 May with follow-up inspection held on 10 June. Of the five domains inspected, 3 were rated as Good but 2 unfortunately were rated as Requires Improvement: Are Services Safe and Are Services Responsive to People's Needs. DS confirmed that process were in place to address these issues - a Fridge Temperature Policy has been implemented and a meeting is being held on 3 July covering the Medical Review Policy which covers the issue of prescriptions and how they are reviewed.</li> <li>• <b>Appointment Review</b> The appointment system is continually being monitored to find ways of improvement; what works, what could work better. The Appointments Review Group, consisting all GPs, Operational Managers and WMC Lead Nurse, will meet on 30 June to put ideas forward.</li> <li>• <b>Telephones</b> The telephone system is continually being monitored. Overall, our response times are very good and to a high standard with around 1200 calls being handled in one day. The answer phone message has been</li> </ul>	

	<p>changed within the last four weeks.</p> <ul style="list-style-type: none"> <li>• <b>Front of House Changes</b> Changes have been made with a glass wall being erected between the front reception and the back office. This has led to the “telephone room” being reallocated within the back office giving staff a bigger working environment and improving patient confidentiality.</li> <li>• <b>Excellence Challenge</b> We are encouraging staff to come together to shares issues and ideas in a series of brain storming sessions in our regular TIPS (Training in Practice) days to help improve our services our patients. The last TIPS meeting resulted in our signage being improved with the sign on Rose Street being lowered in order to make it more visible. Wokingham Borough Council (WBC) has agreed to erect a sign on the lamppost but more signs need to be erected where possible. As our patient intake grows we need to let them know where we are. Lack of signage is also slowing the response rate of ambulances who still struggle, at times, to find us. Signage is an ongoing concern but we are doing everything we can within the constraints of WBC.</li> </ul> <p><i>Full report attached.</i></p> <p><i>(CE left the meeting)</i></p>	
3	<p><b>PPG Constitution to be agreed</b> CH circulated a draft paper on the Constitution of the PPG. The Group was asked to take a few minutes to read it and then comment. After discussion, CH agreed to update the draft and bring new draft back to the next meeting.</p> <p>The form inviting patients to join the Group was discussed. CH agreed to take this away to update and bring back to the next meeting. Once final copy is agreed, it will be widely available to patients via the website and also in WMC reception.</p> <p>Forming a Committee to run the PPG was agreed which would operate during 2016-17. The numbers of Committee members should be not less than 8 but no more than 20.</p> <p>RB agreed to compile all the applications for members of the Committee as they come in and report back to next meeting.</p> <p>It was proposed that the Committee should meet every 2 months with balance in timings</p> <p><i>Copy of the full report attached.</i></p> <p>Suggestion that a member of the PPG should attend Specialist Groups such as Dementia etc was agreed.</p> <p>Ideas around PST collecting all comments received, either positive or negative, should be collated into one book as a source of information for the PPG.</p>	<p>CH</p> <p>CH</p> <p>RB</p>
4	<p><b>Different ways the PPG can support future changes within the practice</b></p> <p>This item will be added to the Agenda for the next meeting.</p>	

5	<b>Date and time of next meeting</b> 9 September 2015 @ 3pm in the Conference Room at WMC	
6	<b>AOB</b> There was an open discussion about how Patients who do not regularly visit the surgery get to know about the PPG.	