

Minutes of the meeting of the **WOKINGHAM MEDICAL CENTRE PATIENT PARTICIPATION GROUP** held on 9 September 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), Margaret Campbell-White (MCW), Tony Picton-Clark (TPC), Chris Aitkinson (CA), Jonathan Gardener (JG)
WMC: Dr Z Bahra (ZB), David Shakeshaft (DS), Kate Mansi (KM), Rowena Beech (RB)

NOTE TAKER: Peggy Bly (PB)

APOLOGIES FOR ABSENCE:

Lynda Petley, William Mahony

MINUTES OF LAST MEETING:

The minutes of the meeting held on 24 June 2015 we approved as a true and accurate record.

| Agenda item | | Action |
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| 1 | <p>Welcome to new Members CH opened the meeting. Introductions around the table including two new Members, Chris Aitkinson and Jonathan Gardener.</p> | |
| 2 | <p>Minutes from the last meeting 24 June 2014</p> <ul style="list-style-type: none"> • CQC – nothing new to report since last meeting. DS stated that the Report on the WMC inspection had been published mid-July and as reported in June’s minutes, certain areas were being addressed • CH distributed a further draft of the form inviting patients to join the PPG. Discussions took place but all agreed the form should be double sided with patient details on the front and information on the reverse explaining what the PPG was, the work it does and how often members would need to attend meetings with timings to accommodate a wide breath of Members. The PPG should consist between 8 to 20 members. It was hoped that once the Group was officially formed, an AGM could be held inviting all patients to attend. | |
| 3 | <p>Practice update DS informed the Group that two GPs had reached retirement age namely Gillian Beard who would be leaving the Practice on 18 September and Clive Edwards at the end of the year. A replacement for Gillian had been found; Dr Papciak will take over her patient list. Dr Papciak has an interest in Dermatology. No replacement had yet been found for Clive but in the event of his post not being filled, a long term Locum would be considered.</p> <p>DS informed the meeting on a new Government initiative on GP Pharmacists who would be responsible for medications, enquiries and reviews releasing these commitments from the GPs. WMC, together with Woosehill Medical Centre, were bidding for a GP Pharmacist. Bid to be submitted by 15 September.</p> | |

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| | <p>DS informed the meeting that a WMC Newsletter had been sent electronically to around 6000 patients with new about the PPG but that responses had been very poor. Members of the meeting had not received the Newsletter. KM to check on the mailing lists.</p> <p>CH distributed copies of the draft Constitution for comments. Copies to be sent electronically with these minutes.</p> <p>Targets groups were discussed and various ways of capturing different ages, gender, disabilities etc.</p> <p>Various social media channels to capture interest among the patients were being looked into, namely Twitter and Facebook. DS in consultation with IT consultants who developed the WMC website.</p> <p>The way prescriptions were dispensed and how the system was changed without patients being informed was raised together with telephone appointments. These were discussed in detail and felt more needs to be available on-line. Discussions took place over the website and how it needs to contain up to date information on GPs, prescriptions, appointments etc. KM agreed to look into issue of prescriptions and complaints.</p> | <p>KM</p> <p>KM</p> <p>DS</p> |
| 4 | <p>New Community Enhanced Service (Extended Hours) DS informed the meeting that a plan for Extended Hours was being introduced at WMC to be open 23 Saturdays throughout the year being open 8-12.00 for pre-bookable appointments. There would be no phone lines open on those days. There would also be 3 days a week where doctors will start at 7am or finish at 7.30pm. Nurses will also work extended hours. Final timetables yet to be confirmed.</p> | |
| 5 | <p>PPG Forum update Not discussed</p> | |
| 6 | <p>Different ways the PPG can support the practice (carried forward from the last meeting)</p> <p>Dates for the Flu Clinics being held during September and October have been announced. There is a dedicated phone line for patients to use when booking their appointment.</p> <p>RB informed the meeting that HealthWatch would be attending at least one of the Clinics. HealthWatch is a local organisation affiliated to local councils to establish whether patients are happy with the service they receive from their medical centres. They may also use a "mystery patient" to monitor the service.</p> <p>DS explained how the PPG feeds into the CCG and how each area has different health issues.</p> | |
| 7 | <p>Date and time of next meeting - to be confirmed</p> | |
| 8 | <p>AOB</p> | |