

PPG Meeting 9th December 2025 6.30pm at Woodley Surgery

Welcome

Sheena welcomed everyone including Simon Shaw from Healthwatch

Attendance

David, Chris, Kate, Sheena, John, Bill, Amanda, Maura, Tina, Cara, Dr Burchardt.

Apologies for Absence

Viny, Steve, Yasmena, Judy.

Notes of meeting (23rd September 2025)

One member did not receive his agenda for the last meeting. Sheena apologised, she was having computer problems at the time. The notes were agreed.

Matters Arising

There were no other matters arising not covered in the meeting.

Simon Shaw (Healthwatch)

Simon explained that Healthwatch is an independent body set up to be a voice on all social and health care matters. Every area must have one. They work alongside the CQC (Care Quality Commission). They can ask for changes in the system. Healthwatch may be disbanded in the future. There are 3 in this area Wokingham, Reading and West Berkshire. Simon works with PPGs and their Practice. There are 156 groups across the country and all groups can link up with others. They flag up concerns and talk to the Practice and the CQC (Care Quality Commission). Patient safety is paramount.

There are other groups where patients can raise concerns.

The Patient's Association is separate from Healthwatch as it is a charity.

The National Association for Patient Participation (NAP) is also a group which can feed back to the ICB (Integrated Care Board).

Anima was discussed with Simon - members found the system clunky and not easy to manipulate. Also it gives the impression that you can use it 24/7 but this is not the case as Parkside close it at 6.30pm. This is due to patient safety. If it operated 24/7 the buildup of requests would be unmanageable, especially following a weekend.

All anima requests at Parkside are dealt with on the day. Anima has 250 requests a day so to make sure things are not missed there is a cut off time.

Patient sensitive information like test results cannot be sent to a work email. If a couple share the same email address only one of them can sign on to Anima.

Simon said he was in touch with a PPG that had made a useful guide to Anima and would see if he could get a copy for us. Parkside is happy to help anyone struggling with the system.

Simon also said that he would be happy to return to our group in the future if requested.

Report from Parkside Practice

The Nurse Manager Charlotte is leaving; locums will be in place until the position is filled. She will be here until 27th January. We all sent our thanks and best wishes to her.

Michelle is also leaving. She worked in a hospital before and wishes to return to that area of work, again we all wished her well.

The lift replacement is due in January. The lift will be rebuilt onsite as it must fit the space. The temporary repair replacing the motherboard cost £5,000.00. A porter will be employed to help patients access the surgery and the residents lift will be used.

Flu and Covid clinics have finished, and home visits are being completed by the Pharmacy Technician. There has been a good uptake of both Flu and Covid vaccinations. Staff have been ill with flu but are now back working. It has not been decided whether to offer Covid vaccines next autumn. 15 to 20 members of staff are required to run a clinic so making it not financially viable.

There were 50 DNAs (did not attend) last week. This equates to 2 sessions of a doctor or nurse in a week. Repeat offenders will be sent an email or letter and eventually will be asked to register elsewhere.

Letters from the RBH (Royal Berkshire Hospital) can take a few weeks to arrive at the surgery. Often the letters go to the patient before the Practice receives them. Patients come to the surgery expecting the prescription medication the RBH has prescribed to be ready for them. Unfortunately, the Doctor has not yet received the letter from the hospital to do this. Patients are very frustrated by this and blame the surgery.

The Junior Doctors strike has not had a great impact on the Practice.

The surgery will be shut on Christmas Day and Boxing Day. The last appointments will be 4.30pm Christmas Eve but the phones will be manned by Tina and Cara until 6pm.

Terms of Reference including schedule of meetings

Meetings will be held once a quarter (4 times a year) instead of every other month. These meetings will alternate between lunchtime and evenings. The lunchtime ones will be held at the surgery and also via Teams for people who cannot get to the surgery because of work commitments but could access a Teams meeting. At the lunch time ones a doctor will be present and at the evening ones a Clinician would attend.

The lunchtime meeting would be 12.30pm, the evening ones will start at 6.30pm. Both meetings would last no longer than an hour. The dates and times for future meetings are as follows: -

3rd March 2026 at 12.30pm via Teams and at the Woodley surgery

9th June 2026 at 6.30pm at Woodley Surgery - With the AGM

8th September 2026 at 12.30pm via Teams and at the Woodley surgery

8th December 2026 at 6.30pm at Woodley Surgery.

Update on Dr Burchardt Research

Dr Burchardt submitted her paper to the British Journal of General Practice (BJGP). Unfortunately, they said that they rarely published research from a single surgery, but they have passed it on for consideration by British Journal of general Practice Open. Dr Burchardt has started a PHD at the London School of Hygiene and Tropical Medicine which has a large electronic health records research group. This will enable her to study using England wide GP data to describe who infrequent attenders are and to look at mortality for historically infrequent attenders who consult their GP with symptoms.

A.O.B.

There was no other business

The meeting closed at 7.45pm

Everyone enjoyed a mince pie and a soft drink. We wished all the staff a Merry Christmas and thanked them for their hard work over the last year.

Date of Next Meeting

3rd March 2026 12.30pm via Teams or in person at Woodley Surgery