

## PPG Meeting Minutes from Wednesday 10<sup>th</sup> May 2017

**Present:** Joanna Knott (Chair), Rachel Bampton, Kevin and Doreen Hawkins, Terry Horner, Dr. Oppenheimer, Carolyn Geraldine, Kit Marriott, Diana Smith, John Lowe, Dylan Cresswell and Dr. Barrie.

**Apologies:** Sue Darroch and Neil Macfarlane.

Joanna opened the meeting by welcoming Dylan Cresswell a new PPG Member who is a pupil at Pangbourne College. She also thanked Doreen and Kevin Hawkins for attending, compiling the circulated report and producing a pack containing all the information received at the Balmore Park Surgery Meeting on The Importance of End of Life Planning 22<sup>nd</sup> March.

**Guest Speaker:** Dr. Barbara Barrie. Dr. Barrie's subject was End of Life Care – "A Good Death – why is it so hard to find?" Dr. Barrie gave a very interesting talk, supported with a slide show, projecting forward the issues facing the NHS with the aging population. **(Rachel will attach a copy of the slides which Dr. Barrie showed which will be very interesting for all patients to read)**. A short discussion took place on whether we should hold a meeting for patients to demonstrate the importance of End of Life Planning but no final decision was made.

**Minutes of the Last Meeting:** Approved.

**New Phone System:** Dr. Oppenheimer informed us that following feedback from patients the recorded message is now much shorter. Rachel reported that the work load of the receptionists had been reduced with the introduction of the automated system.

**Changes to GP Clinics following Nicki's retirement and Dr. Morgan's appointment:** Dr. Oppenheimer, in response to a letter received, wanted to confirm that in the interim between Nicki going on sick leave and Dr. Morgan starting work that there had been no reduction in the number of appointments available to patients. The following is an excerpt from the minutes of the March PPG meeting:

“As Dr. Williams has now left the practice, Dr. Oppenheimer and Dr. Manjadarria are doing extra hours. They only have to cover an extra day and a half as Nicki had a very heavy teaching commitment so the number of appointments available to patients has not changed.”

Dr. Morgan has now started and is doing a Mental Health Diploma which will give another area of specialism within the GPs’ expertise. He will be working 4 days a week - Monday, Tuesday, Wednesday and Thursday - taking over Nicki’s days and also Dr. Keast’s Monday. Dr. Keast has now reduced his working week to Tuesday, Wednesday and Thursday. Dr. Morgan will also cover for Dr. Woolley when he is attending CCG Meetings. The web site will be checked to ensure these new working rotas are up to date. Dr. Oppenheimer reported going forward that the GPs would no longer be “job sharing” but still keeping their own list of patients. However, this would mean that if a patient’s own Doctor was on holiday etc. they would now be seen by any available GP. .

**New Website:** Although this is still early days the feedback so far is positive with patients using the non-urgent email facility for advice from a Doctor. As with the automated phone system, this should ensure better use of time for the administrative staff. It was emphasised that the website is an administrative tool for information and will not give direct access to a patient’s own details. The website is connected to EMISS for booking appointments on line.

**Patient Voice:** Joanna attended a meeting earlier this week. Fire and Safety was one of the discussion points and she reminded the meeting that that anyone over 65 can get a free fire check and smoke alarm. Allwyn Mercer gave a talk on diabetes and how outcomes were improving and patients were taking more responsibility for their diet. She is the lead on the CCG on Diabetes.

Joanna also reported that with the CCG the quality of care was improving. E.g. tissue care.

**AOB/Matters Arising: GP representatives on the PPG.** It has been decided that all the GPs will take it in turn to attend the PPG meetings. They feel it will be very useful for everyone to take part.

**ICE:** Terry thanked Rachel for her help in getting the work done on the information sheet explaining how to put your ICE (In Case of Emergency) details (contacts, current medication, etc.) in your phone which is accessible to the emergency services without them having to know your pass code. It will be on the TV in the surgery waiting area. It was suggested that it should be included in the next Pangbourne Magazine article and on the Boathouse Website.

Kit asked if **blood tests** were being analysed in the surgery. In fact they are sent away to Royal Berks and Wrexham Park. After initial problems everything seems to have settled down with quick turnaround. Results are texted to the patient following a Doctors' review. Different results do not arrive at the same time and that is why we sometimes get more than one text on the results. The practice would like any feedback on the system. Kit also asked about **electronic prescriptions**. Dr. Oppenheimer replied that it was too soon for Dr. Morgan to have a look at this and other practices had had a lot of issues with it.

Dr. Barrie asked Dylan if Pangbourne College had distributed the "**The Little Blue Book of Sunshine**" which is targeted at 15 plus age group on mental health issues. The teenagers involved in the research for this project did not want an App on their phones and would prefer a booklet. This was set up by WBC and received 1800 calls in the first year. Dylan said he was aware of the booklet and that the college was having a meeting soon on the subject. The booklet is being issued to schools in West Berkshire for informing teenagers.

The Palliative Care 24 hour service which started as a trial in October has been withdrawn by the CCG from the 5<sup>th</sup> May due to a shortage of nurses to manage the system. The relaunch of the 111 system in September will include training to give specialist support.

The next meeting will be held on the 12<sup>th</sup> or 19<sup>th</sup> July. Rachel to confirm with GPs.

Doreen and Kevin Hawkins, 11<sup>th</sup> May, 2017.

