

PANGBOURNE MEDICAL PRACTICE

Minutes of the PPG Meeting held on Thursday 26 July 2018

Present: Joanna Knott (Chair), Dr Keast, Jane Hodgson, Lee Carter, Kit Marriott, John Lowe, Sue Darroch. Carolyn Geraldes. Sarah Dixon.

1. Apologies: Jean Hyland, Doreen & Kevin Hawkins.

2. New Member Linda Price

2. Minutes of the last Meeting

Approved. Footfall query raised on Option 'Contact the Practice@ via email as the figure was high for the month of May. Since the meeting it has been confirmed that this was due to a high volume of spam emails. This was a national problem so all surgeries would have had this problem.

3. Footfall Results

Is working well, however Dr Keast advised that there had been an increase in telephone calls to the Practice. In addition he confirmed that plans are in the pipeline for a new telephone system for the Practice. Of note a member of the PPG raised concerns regarding prescription problems that are being encountered. Dr Keast acknowledged this and advised it is being reviewed and worked on.

4. Patient Voice

Sarah Dixon and Joanna attended the last Patient Voice Meeting on 10th July.

PPGs have been asked to flag up to Practice Managers that the Carers' Hub will be in contact to request support in identifying carers. They estimate that out of 13,000 suspected carers, only 1,000 are currently identified.

Allwin Mercer gave a talk about the changing role of the Nurses in Primary Care who are developing new ways of working that should benefit patients and use scarce resources more efficiently. Models of care are being developed where the focus is on the patient's care as a whole and not each disease/condition separately. People now live longer and this inevitably leads to an increase in the number of health conditions per patient. It is neither sustainable nor patient centred to have patients with 6 different long term conditions looked after by 6 different teams. So this means that we need more Specialist Generalists who can work across multiple conditions.

By reducing the number of appointments patients attend and encouraging them to self-manage their conditions a smarter and improved quality of care can be achieved for patients.

Message in a Bottle

We have been asked to advertise the advantages of the Message-in-a-Bottle and ask that there should be forms available in the Surgery. These are available for patients and are behind the Reception desk and a sign is in place advertising this. These are particularly useful for Paramedics to access data quickly in the event should a patient require assistance. (These are normally kept in the fridge for reference).

Mortimer PPG reported on a very successful Healthy Heart Education Event they recently held.

5. Identifying Carers and the Carer's Hub

The Carer's Hub is working to try and identify carers in the Reading area. Data provided in the meeting identified that there are currently 1,000 carers in the Reading area. Our Practice Carer's Champion Kirsty confirmed that since she took over in January 13 patients had been referred to the Berkshire Carers Hub. In addition Stephen from the Carers Hub will be attending our next Flu clinic on Saturday 29 September with lots of information for any carers who are in that day for their flu jab. Joanna Chair suggested that a message 'Are you a Carer' could be added to the Parish magazine and asks that they contact the Practice.

6. Working towards a Dementia Friendly Practice

Recently we had a visit from the Dementia Friendly advisor from West Berks Council. The Practice has been advised on recommendations that would improve the experience for Dementia patients. The Practice has a Dementia Champion Jane, PPG Co-ordinator who is working with Dr Keast regarding this.

7. Fundraising

Dr Keast presented the new CRP machine that has been purchased from the very kind donations and fundraising received for PPG members to see. This valuable piece of equipment will help save hospital admission and can detect infections quickly. Dr Keast informed the meeting that he will be ordering the testing strips to support this machine. Furthermore, Dr Keast advised that the CRP machine will incur calibration cost which has to be done monthly to be accurate at all times. It was agreed that in time results from the CRP machine will be available and it was suggested they could go in the various magazines.

The PPG agreed that an Annual fundraising event will take place to support funding for the Practice. The next event is to be held at **The Art Café, Stable Block, Whitchurch on Saturday 8th September 2018 at 9.30 am.** There will be coffee/tea and delicious cakes for sale along with a raffle. (5 items for the raffle will be available). Joanna asked for volunteers on the day and Carolyn, Lee, Kit, Sue all volunteered to help.

AOB

Flu Dates have been announced and the first clinic is to take place on Saturday 29 September. Other dates to follow. It was agreed that an advertisement would be placed in the local magazines to let patients know of this.

Succession. Joanna also announced to the PPG Members that the September PPG meeting would be her last one as Chair as she is moving away. Going forward a new Chair and Vice Chair would need to be elected going forward. Doreen Hawkins is happy to take the role of Vice-Chair. Furthermore an AGM should take place annually as this is in the Constitution. Currently there is no AGM at present.

Patient leaflets/Flu Clinic - Sue raised the fact that at previous Flu Clinics patients were offered many leaflets/i.e. Family & Friends, updates and felt there were too many and perhaps they could be condensed to save paper and make it easier to hand out for patients to complete. Update this has now been done and will be available for the next Flu Clinic.

Updates for next PPG Meeting. Joanna suggested that it would be good for the next PPG Meeting if Rosie Happe, Practice Manager could attend to let members know what is happening within the Practice. Update unfortunately Rosie is unable to make the September meeting however she is happy to attend the next one.

Date of next meeting: Thursday 27 September at 6.15 pm.