

**PANGBOURNE MEDICAL PRACTICE**  
**PATIENT PARTICIPATION GROUP MEETING**  
**MINUTES**  
**Wednesday 20<sup>th</sup> May 2026**

<p><b>Welcome to Malcom Sandham our new committee member and introductions</b></p>	<p>Present:          John Creagh – NHS for 20 years          Barry Ashdown – semi-retired Priest          Louisa Nicoll – palliative care nurse, advocate for end-of-life care          Kate McMahon – 30 years law, hospital radio, parish council          Linda Price– PCC Englefield, retired teacher          Doreen Hawkins Chair– personnel, retired FCIPD          Rosie Barker – managing partner for Boat House          Malcolm Sandham – chair Rotary, volunteer RBH befriender, PPS reader          Sarah Dixon – accountant, PPG previous chair          Alexandra Horn – ABM, MNVP (breastfeeding and maternity), RBH Volunteer, teacher</p>
<p><b>Apologies: Alison Coles, Bozena Brooker, Diana Smith, Maria Abrams, Kit Marriott</b></p>	<p>Alison is touring RBH cancer care unit, will update at the July meeting.</p>
<p><b>Louisa: Planning Ahead Conversations</b></p>	<p>Attended and spoke at Dying Matters event. Dying matters week last week. Death and dying topic at event (Tues 19<sup>th</sup>). Display down in the surgery and wanted to run something locally.</p> <p>Dying Matters Event – palliative care speech. Very good turnout – 50+:</p> <p>How often death and dying can be seen as a medical failure at times and it’s important that patients know what is available to them. Husband’s fight against cancer – 4.5 years, life-changing surgery – palliative chemotherapy. Made the decision not to have the chemotherapy. Louisa explains to people that they do have the choice and should be offered the choice to avoid the treatments that make them feel very unwell.</p> <p>Louisa spoke about the importance of patients knowing their choices, including the option not to pursue treatments that may make them feel very unwell. She also highlighted the value of having conversations early, particularly around <b>Lasting Power of Attorney, Wills and ReSPECT forms</b>. These forms record a person’s wishes in an emergency or if they become very unwell, including preferences around hospital admission, CPR or DNACPR.</p> <p>The group noted that planning ahead can give patients more control and help ensure that care reflects their values. It was also emphasised that choosing not to have certain interventions does not mean giving up care.</p> <p><b>Comments:</b>          There was interest in Louisa running her own local event or talk. The group also noted that marital status can affect end-of-life issues.</p> <p><b>Question/Action:</b>          Explore whether community defibrillator training could be offered. Doreen will ask Rosie if the paramedics could give some suggestions on this training.</p>

<b>Matters Arising from March minutes</b>	
<b>Patient Information Board</b>	<p>The group discussed using the Patient Information Board to share clear, unbiased information for patients. Possible areas for signposting include:</p> <p>Baby groups, maternity services, local Facebook groups, walking groups, widows' groups, volunteer drivers, community events, church events, Pharmacy First, pharmacist phone support, and information about seeing a paramedic.</p> <p>The group also discussed having a monthly “spotlight” on different roles within the surgery, explaining how each role supports patients and how staff work together.</p> <p><b>Actions:</b> Work together to get local useful information up on the board. Alex will look into display items for the board.</p> <p>Explore whether the paramedic, pharmacist or nurse could attend a future meeting for around 10 minutes to explain what they can offer patients and the scope of their role. Doreen to follow up with Rosie.</p>
<b>Statements of Terms of reference</b>	<p>Point 3.6 is to be updated to refer to the <b>NHS Thames Valley Integrated Care Board (ICB)</b></p> <p><b>Action:</b> Update numbering and wording as required. Doreen to update Terms of Reference.</p>
<b>Point 5 – Membership</b>	<p>Members of the PPG must be registered patients. Reasonable efforts should be made to ensure representation from each area served by the practice.</p> <p>The group discussed having up to 15 members, including one representative from the Boathouse Surgery. Membership is normally for three years, but members may remain longer if no new members wish to join.</p>
<b>Vice-chair vacancy</b>	<p>The role of Vice-Chair is vacant in preparation to take over the Chair. Doreen will have completed her three years in November 2026 when a new Chair should take over.</p> <p><b>Action:</b> Members should contact Doreen if they are interested in becoming Vice-Chair.</p>
<b>Inclusive Policy, Etiquette, Sharing of emails and mobile numbers.</b>	<p>The group discussed whether members would be happy to share their contact details with other committee members, including email addresses and phone numbers.</p> <p><b>Actions:</b> Members to sign a form confirming whether they consent to sharing their contact details. Rosie to print the forms for members willing to share. Create a WhatsApp group for members who agree to join. Doreen will follow this up.</p>
<b>Money raised from book/jigsaw sales.</b>	<p>A further <b>£47.70</b> has been raised since March from the sale of the books and the jigsaws.</p> <p>The current total PPG fund is <b>£1,088.54</b>.</p> <p><b>Action:</b> The committee agreed that the PPG fund should be used for equipping the new consulting rooms. Rosie to confirm what equipment has been purchased. E.g. couches.</p> <p>The group discussed whether the price of jigsaws should be lowered to encourage more sales.</p>

	<p><b>Action:</b></p> <p>Lower the price of jigsaws to £2.00. Doreen will update the notice in waiting area.</p>
<b>Seating arrangement in waiting area</b>	<p>The group discussed the waiting area seating arrangement. It was felt that seats facing each other may be better and less intimidating for patients. The view of the river was also noted as a positive feature.</p>
<b>Breastfeeding area</b>	<p>The self-monitoring area has now been moved to the main waiting area and has a screen.</p> <p>The group discussed whether the new self-monitoring space could potentially be used as a breastfeeding area.</p> <p><b>Action:</b></p> <p>To discuss this further with Rosie.</p>
<b>Rosie: Surgery Update</b>	<p>The meeting room is now located upstairs: turn right, then left.</p> <p>The dispensary is moving to the area behind the reception desk. A hatch will open from the old self-monitoring room. The area behind the desk will become a new consulting room. The current dispensary space will also become a new consulting room.</p> <p>Rosie informed the group that a new nurse, <b>Jess</b>, will be joining the surgery on <b>3rd June</b>. She will support asthma and diabetes reviews.</p> <p>Rosie asked if the meeting can be earlier as a doctor is not always in attendance now. The duty Dr will still be available to attend and answer any medical questions raised prior to the meeting and on the agenda.</p> <p><b>Actions:</b></p> <p>Future PPG meetings will move to <b>5.30pm</b>.</p>
<b>FFT results.</b>	<p>Feedback has been very positive about the paramedic service. Some patients have commented that they are waiting a long time for appointments.</p> <p>The group discussed the paper copies of the FFT available in the waiting area and where they should be placed in reception.</p>
<b>AOB</b>	<p><b>Assisted Dying:</b></p> <p>Kate raised the current parliamentary discussion around assisted dying and noted the direction of travel.</p> <p><b>Mobility and Palliative Care:</b></p> <p>Sarah raised the importance of discussing mobility, final holidays and what can be achieved with good palliative care.</p> <p><b>Message in a Bottle:</b></p> <p>Louisa raised the “Message in a Bottle” scheme. This allows significant medical and personal information to be kept in a clearly identifiable bottle for emergency services. It can include information such as DNACPR/CPR forms. The bottle is usually kept in the fridge, as most homes have one and emergency services know to check there.</p> <p>Doreen closed the meeting and thanked everyone for attending.</p>

**Meeting dates for the year – 8<sup>th</sup> July, 9<sup>th</sup> September, 18<sup>th</sup> November. Reminder meetings start 5.30pm**