

# Pangbourne Medical Practice

## PPG Meeting Minutes

Held on 1<sup>st</sup> May 2024 at 6.15 pm.

**Present:** Doreen Hawkins (chair), Brenda Hook, Barry Ashdown, Kate McMahon, John Creagh, Kim Hiscutt, Sarah Dixon, Rosie Barker, Dr Rupert Woolley

### **1 Introduction and changes in members**

DH extends a warm welcome to everyone. We have no new members.

### **2 Apologies**

Apologies were received from Gill Reid, Kit Marriott, Diana Smith, Linda Price, Louisa Nicol, Carolyn Geraldine

### **3 Minutes of the last meeting**

The minutes of the previous meeting were accepted.

### **4 Spring Covid Vaccination Update**

The first clinic was successfully held on Saturday 27<sup>th</sup> April.

DH provided valuable assistance although the only issue encountered was the cold weather.

KMcM inquired whether this was the fifth dose of the Covid vaccine, as she experienced significant side effects and was extremely fatigued following its administration. The number of doses varies depending on which cohort you are in.

RB indicated that the next vaccination session is scheduled for 11<sup>th</sup> May with the campaign extending until the end of June.

On this occasion all patients will receive an invitation via text message to phone the surgery and book,

followed by a follow up call to ensure attendance. This is possible due to the eligible cohorts being much smaller than the winter campaign.

## **5 Cancer Screening programmes**

No further updates on the program.

## **6. Surgery news**

RW reported that, regrettably, teenagers have damaged the car park barrier and the signs designated for the disabled patients.

DH concurred and added that these individuals are causing additional issues within the village.

RB advised that the surgery was looking into installing CCTV to help prevent such damages in the future.

Another significant issue is the prolonged waiting times for securing an appointment at the surgery.

RW explained that typically, one GP manages two problems simultaneously during consultations. Additionally, the increased demand for appointments is largely attributed to demographic factors.

RW noted that our surgery is fortunate to have two paramedics; however, they still require supervision from a doctor.

SD and KH agreed that the paramedics provide substantial support to the surgery and are performing excellently in patient care.

## **7. FFT Results- comments**

DH presented the Friends and Family Test (FFT) results, which were predominantly positive. Statistically, out of 549 comments, 79.5% were favourable.

DH noted two negative comments, specifically regarding the lengthy wait times for blood tests. JC added that obtaining an appointment at the surgery also takes a considerable amount of time.

RW explained that the surgery was exploring a method to reduce the appointment wait times, known as the online triage system. This system, already in use by other surgeries, allows patients to input their symptoms online, where they are triaged without the need for a GP consultation.

## **8. Patient Voice Update – Sarah Dixon**

No meeting has been held and no further updates from SD.

## 9. AOB

DH provided an update on the PPG notice board, indicating that LN was tasked with sourcing suitable materials for display. LN reported via message that acquiring additional materials and information has been difficult due to challenges in obtaining content from the British Heart Foundation (BHF).

RB confirmed the benefit of updating the notice board every two months, suggesting topics such as stress management and national campaigns, potentially during the summer.

DH Pangbourne Magazine is no longer being printed and there are no updates on when/if this will be reinstated. We have lost this method of communication to the Pangbourne villagers.

The next item on the agenda was fundraising. KM proposed two potential dates for the Art Café fundraising event: **\*\*July 20th and August 24<sup>th</sup> see below.** The members agreed on July 20th as the preferred date. DH requested five volunteers to ensure the event could proceed, and during the meeting, KMCM and BA volunteered to assist with the raffle and serving duties. KM let us know that he will produce posters for the Art Café event to be displayed on the toll bridge, at the surgery, in the organic shop down the road, and in the village hall. DH Email addresses – Members also agreed that anyone assisting with the Art Cafe was happy to share their email address with KM the organiser of the event.

DH reported that the couch donation process is halfway completed and ongoing. JC suggested prioritizing the completion of fundraising for this initiative first.

Other fundraising ideas were discussed, including the need for emergency funds in case of equipment failure at the surgery and the possibility of implementing a donation box. However, RB expressed concerns that, as the NHS provides free services, introducing a donation box may not be received well, plus the surgery cannot ask for donations since we are not a registered charity.

SD volunteered to clear and organize all the charity books from the staff room. It was agreed that some of the books will go on sale in the waiting area which will be a trial for 3 months and then be reviewed. It was also suggested that some of the books could be brought to the Art Café event. Will check with KM.

SD also raised two issues at the surgery: the need to trim the hedge and the question of why the online GP help is not available outside of practice hours. RW explained that this decision was made to manage demand effectively. While it is possible to reopen this service, it will not be done at this time.

DH Minutes of the meeting. It was unanimous that the minutes in future would be circulated to committee members as soon as possible after the meeting, agreed within 7 days, and can then be on the surgery web site, face book and displayed on the PPG notice board while they are still relevant.

**\*\*NOTE the date of the art cafe had to be changed and is now the 13<sup>th</sup> July.**

**The date and time for the next meetings are scheduled for 3<sup>rd</sup> July at 6:15 pm.**

**Further PPG dates: 4<sup>th</sup> September 2024 and 13<sup>th</sup> November 2024**

