

Pangbourne Medical Practice

PPG Meeting Minutes

Held on 13th November 2024 at 6.15 pm.

Present: Doreen Hawkins (chair), Rosie Barker, Dr Thomas Morgan, Sarah Dixon, Gill Reid, Barry Ashdown, Linda Price, Diana Smith, John Creagh, Brenda Hook, Kit Marriot, Thomasina McDermott

1. Introduction and changes in members

DH extends a warm welcome to everyone.

2 Apologies

Kim Hiscutt – unable to attend

Louisa Nicolls – unable to attend

Tony Batten – unable to attend

Kate McMahon – unable to attend

3 Minutes of the last meeting. Agreed by email and posted on board and website.

Matters Arising:

Parking bays and curb visibility, the yellow stickers didn't work so this is still ongoing.

Circulation list. All members were happy with the proposed procedure regarding who receives the draft minutes. Those who have not attended 3 meetings over the year will be removed from the list. All those involved were given the chance to respond but unfortunately no response. Those who will be taken off circulation will be advised when the minutes are on the notice board and Boathouse web site.

4. Surgery News

RB Triage System.

The feedback has been very positive, we have had a few negative comments from patients who have not used it yet and are just not happy with the new system.

2.

There has been a reduction in wait times for routine appointments across the board by significant amounts.

Approx 11% less calls so far

Overall – patients getting through quicker

Priority appointments are to be increased, and we are introducing an extra GP clinic from this week.

We have an IPAD in reception, ready for use, to prevent delays at reception if the patient is struggling to complete the triage form at home.

JC asked if the system held a record of patients who had cancelled appointments and DNA? Patients would like the opportunity to give a reason for their non-attendance.

RB – confirmed cancellations and DNAs are not recorded nor held against them.

The breast screening programme starts in January/February, and we will have the van in the car park during that time. (Will probably cause chaos for parking)!!!!

The main COVID & FLU CLINICS have now finished however there are still vaccines available and we will continue to offer and book patient in for these.

First RSV vaccine clinic to be held on 16th November

RB thanked **DH** for all her help with the vaccine clinics

5. FFT Results – ALL OK

6. Patient Voice Updates – **SD** no update still ongoing.

7. PPG NOTICE BOARD

It has been agreed that the Notice board will be for Mental Health Awareness for all ages, not just adults.

We are looking to get posters for local charities, free help services and Samaritans. **LP** and **DS**

February/March Notice boards to be on Women's Health by **SD** and **GR**

3.

8. Art Café.

It was agreed that Kit will arrange the next fund-raising coffee morning at the Art Café on 12th July, 2025.

Confirmed ongoing fundraising is for replacement couches for the surgery.

RB – books sales raised £43.90 and the total amount held in the charity account is £154.80

9 AOB

- A. Was answered under Surgery News.
- B. Query regarding effect of budget on surgery. RB confirmed increase to ER NI contributions worrying but need to wait for GP budget announcements and either way very unlikely to impact patient services.
- C. What is the procedure if an appointment is cancelled by the practice. Will there be a call or be seen by another GP? Varies depending on circumstances: We will move to another clinician if appointments are available, or organise cover for the session if possible, or call / text patients to let them know if appointment is cancelled and needs to be re-arranged.

DS would like someone to discuss End of Life Care at one of our next meetings.

RB will speak to Dr Barbara Barrie to see if she can attend.

DH thanked everyone for their contribution and closed the meeting.

Date of Next meeting: 15th January 2025 @ 6.15 p.m