

Pangbourne Medical Practice
PPG Meeting Minutes
Held on 11 October 2023 at 6.15 pm.

Present: Sarah Dixon (Chair), Doreen Hawkins, Linda Price, Kim Hiscutt, John Creagh,
Louisa Nicoll, Barry Ashdown, Dr Thomas Morgan, Rosie Barker (Practice Manager), Kate McMahon,
Eszter Adam

1 Introduction and changes in members

On the last occasion we extended a warm welcome to SD as she transitioned from her position.

We extend a warm welcome to DH as a newly appointed chair member.

We also warmly welcome EA to our practice team as the new medical secretary.

2 Apologies

Apologies were received from Gill Reid, Brenda Holt, Diana Smith, Brenda Hook, and Farzana Hasan

Farzana informed SD that she regrettably has decided not to join the group.

3 Minutes of the last meeting

The minutes of the previous meeting were accepted.

4 Covid update and vaccination programmes

A new member, KM, raised concerns regarding the difficulties faced in booking a Covid vaccine.

A 77-year-old individual without a smartphone sent us 11 emails yet was unable to secure an appointment for the Covid vaccine.

Eventually, KM succeeded in obtaining the Covid vaccine at a local pharmacy, earlier than at the surgery.

KM expressed significant disappointment for not receiving a call from the surgery, with no voicemail left, potentially this could cause anxiety.

RB confirmed that our team is actively engaging in manual phone calls to book appointments for patients. Given the high volume of 5000 patients to contact, priority is being given to patients without mobile phones, ensuring all eligible patients receive the vaccine.

For those unreachable by phone, we leave a voicemail and provide administrative numbers for patients to call back, thus alleviating pressure from the reception.

The initial Covid vaccine clinic was notably busy, whereas the subsequent clinic operated more smoothly.

5.Surgery News and Update

We will be implementing a new phone system in November which will give patients the option for a call back from the surgery, rather than waiting on the phone in a queue.

We are pleased to welcome Katharine, a new respiratory nurse, and EA, a new medical secretary, to our surgery team.

The results of the Friends and Family Test for August and September have been overwhelmingly positive, particularly the feedback concerning the reception.

Our diligent Reception team consistently manages a high volume of calls, with an average of five staff members handling phone inquiries. There are days when they handle up to 1000 phone calls, reflecting their unwavering commitment and dedication.

6. Patient Voice

"The North & West Reading Patient Voice Group convened on the 26th of September.

Health Watch Reading and Wokingham collaboratively addressed issues and complaints related to phone waiting times.

We received 260 survey responses, which were described as a 'dog's breakfast.'

Our results were commendable and in line with expectations.

The upcoming Patient Voice meeting is scheduled for Tuesday, the 5th of December, via Zoom. All Patient Participation Group (PPG) members are welcome to attend. Please inform SD if you wish to participate." --- this will be provided by SD

Dr Morgan participated in the meeting and informed us that our clinic is actively engaged in extensive research.

Dr Keast was instrumental in establishing our high- recruiting practice.

Our facility excels in research, particularly focusing on COVID, Flu and mental health issues.

Additionally, we are conducting studies related to sleep disorders and mental health.

The majority of our general practitioners specialize in various fields.

For example, Dr Barrie is able to offer coil fitting, while Dr Manjadarria and Dr Woolley provide additional training to medical students. – this will be provided by Dr Morgan

7. Any other Business

KM remains concerned about the COVID 19 vaccine and has requested that the Covid invitation link to be sent via email.

RB has confirmed that Accurx currently lacks the capability to fulfil this request.

We regret to inform you that SD has decided to step down- we extend our best wishes for her in all her future endeavours.

She has been a valued member for 5 years and we would like to express our gratitude for her consistent hard work on our behalf.

We are delighted to welcome DH as our new chair. We wish her the best of luck and success in her upcoming endeavours.

The next meeting is scheduled for the 13th of December at 6:15 p.m. at the surgery.

Dr Barrie will be the attending GP.

