

Pangbourne Medical Practice

PPG Meeting Minutes

Held on 13 December 2023 at 6.15 pm.

Present: Doreen Hawkins (chair), Sarah Dixon, Dr Barrie, Rosie Barker, Louisa Nicoll, Kate McMahon, Kit Marriott, Barry Ashdown, Brenda Hook, Eszter Adam

1 Introduction and changes in members

DH extends a warm welcome to everyone and also thanks Dr Barrie for taking time to come to the meeting. We have no new members.

2 Apologies

Apologies were received from Linda Price, Diana Smith, John Creagh and Gill Reid

3 Minutes of the last meeting

The minutes of the previous meeting were accepted.

4 Winter Covid clinic update

The most recent Covid clinic took place on Friday, December 15, 2023.

While the surgery may schedule additional clinics in the future, patients are encouraged to consider alternative local sites for their vaccinations, where they are more than welcome to proceed with the vaccination process.

5. Cancer Screening programmes

We are actively promoting both smear tests and breast screening programs.

Patients within the eligible age range will receive notifications to undergo smear tests at the surgery.

Additionally, BB has informed us about our encouragement of bowel screening tests.

This screening includes an assessment of symptoms such as unexpected weight loss, and patients are required to perform a FIT test, etc.

6.Surgery News and Update

We are delighted to announce that Dr Thompson is expecting, and her last day with us will be Tuesday, December 19th.

To cover Dr Thompson's maternity leave, we welcome Dr AZ who has received positive feedback from our patients during his previous tenure with us and at the Goring Practice.

As we no longer offer the Covid vaccine, starting January, we will introduce Shingles/Pneumococcal vaccine clinics on one Saturday per month.

DH sought information on eligibility criteria, and RB provided the following details:

- -Individuals aged 70 and 80 years are eligible.
- -Severely immunosuppressed individuals aged 50 and above since September 1, 2023.
- -Immunocompetent individuals turning 65 and 70 years of age since September 1, 2023, along with eligible housebound patients and those in care homes.

The clinic will administer both shingles and pneumococcal vaccines simultaneously, based on eligibility. We are actively reaching out to eligible individuals via text messages or phone calls to schedule their vaccinations.

SD inquired about the functionality of our new phone system. We are pleased to report positive feedback, highlighting ease of management, absence of software issues, and overall positive patient experiences.

BH shared an example of the system's capability to recognize and associate patient names with registered numbers, enhancing efficiency in patient interactions.

6. Patient Voice

The date for the upcoming meeting has not been set, and it appears that the meeting scheduled for January has been cancelled.

Patient Voice sessions are currently being conducted via Zoom meetings, and all interested parties are encouraged to join.

SD provided insights into the purpose of Patient Voice, emphasizing its formulation within a small group comprising Theale, Mortimer, Chapel Road Surgery, Northern West Reading, Caversham, and Oxford Rd.

The primary objective is to convene and discuss challenges faced by each surgery, facilitating the exchange of ideas and comments. For instance, Mortimer surgery was recognized for its effectiveness in organizing diabetic clinics.

Participation is open to anyone interested in contributing to these constructive discussions."

7. Any other Business

The Friends and Family survey results for November and December yielded exceptionally positive feedback, with one patient expressing gratitude by stating, 'We are happy to have Boat House Surgery.'

In terms of addressing complaints, DH asked, and BB confirmed that there is an established process for handling complaints.

These are discussed at the GP Partner Business Meeting to ensure optimal resolutions and learning opportunities from any mistakes.

During the Any Other Business (AOB) segment, DH highlighted the informative content on the surgery website, including details about Christmas opening times.

Additionally, the discussion touched on the potential introduction of a mask-wearing procedure, prompted by inquiries about practices in hospitals and hospices.

BA raised questions about the NHS waiting list, and BB clarified that waiting times vary based on specialties. For instance, routine endoscopies may take up to 18 months due to factors such as a shortage of nurses and specialists, as well as potential lingering effects from the Covid pandemic.

The introduction of staff uniforms was noted, with positive feedback on their recognizability and differentiation.

DH suggested updating the Patient Participation Group (PPG) noticeboard, and RB committed to providing necessary resources, including information on National Month Campaigns.

The need for fresh fundraising ideas was discussed, acknowledging that the previous Art Coffee initiative was unsuccessful.

DH encouraged the brainstorming of exciting ideas to raise funds for the surgery, fostering a collective effort to identify a project worthy of support." This will be discussed at the next meeting.

The next meeting is scheduled for **21st February, 6.15 p.m.** at the surgery.

The next meeting is scheduled for the 21st of February at 6:15 p.m. at the surgery.

..... will be the attending GP.