

Pangbourne Medical Practice
PPG Meeting Minutes
Held on 21 June 2023 at 6.15 pm
In-person Meeting

Present: Barry Ashdown, Rosie Barker (Practice Manager), John Creagh, Sarah Dixon (Chair), Kim Hiscutt, Dr Madhumati Manjadarria, Kit Marriott, Louisa Nicholl, Gill Reid

1 Introduction and changes in members

We had no new members at this meeting.

2 Apologies

Apologies were received from Carolyn Geraldine, Doreen Hawkins, Brenda Hook, Linda Price, Diana Smith

3 Minutes of the last meeting

The minutes of the previous meeting were accepted.

4 Covid update and vaccination programme

Covid Spring Boosters are available to all patients aged 75+ and immunosuppressed patients aged 18-74 until the end of June.

5 Surgery News and Update

The Friends & Family Test results for April and May had been circulated before the meeting. The overall results were extremely positive, and the paramedics came in for particular praise.

We took the opportunity to ask Dr Manjadarria about her experience of working at the surgery. She confirmed that it is a happy place to work, as evidenced by the fact that the turnover of staff is very low. The surgery is run as a traditional model, where GPs have lists and continuity of care is paramount. Rosie Barker is a superlative manager and was particularly praised for overseeing the great improvements in reception over the last two years. Although patients may have to wait longer than they might wish to see a particular GP on non-urgent business, it is always possible for urgent cases to be seen at the daily emergency surgery. Perhaps most importantly, Dr Manjadarria told us - what we already knew - that the group of GPs at the Boathouse Surgery are a real team, that act together for the highest good of the patients and of the surgery.

6 Update on the Dying Matters Week

In the last PPG meeting we were given a presentation by Louisa Nicholl and Dr Barrie about the involvement of the surgery at the end of patients' lives. The week of 4-8 May was Dying Matters Week, which aimed to increase awareness of the help available at this difficult time to patients and to their family and carers. Louisa gave us an update on how the week had gone.

A table was set up in the waiting area of the surgery with a great deal of information and leaflets about Marie Curie, Sue Ryder, Macmillan and so on. The most popular leaflets, judged by the how often they had to be restocked, were on Planning Ahead, Will Writing and Supporting Grieving People. Leaflets on Dementia and Talking to Children about Cancer were also popular. Information on the Respect Form (see previous minutes) was also available, and a link was provided. The table was respectfully set off to the side, so that it is not the first thing you see when you enter the waiting area.

The information table was so useful and popular that Dr Barrie has asked that it remain after the end of Dying Matters week.

The meeting thanked Louisa for her hard work and commitment to this most important subject, one which touches all of us sooner or later. We then discussed how we could increase awareness of this topic, and others, among the patient population. It was suggested that the regular articles that used to appear in the Pangbourne Magazine be reinstated, and that when a new display is created the article should cover it in advance. A display in the library was mooted, and other sources of information were suggested: Whitchurch website, Facebook, Whitchurch Hill magazine, and so on. Sarah agreed to investigate further.

7 Patient Voice

Due to technical issues the Patient Voice meeting due to be held on 23 May did not go ahead.

8 Any Other Business

The Art Café on Saturday May 13th was a great success - many thanks to everyone who helped on the day or who supplied cakes and raffle prizes. We talked to a lot of people about the PPG - what it is, what it is for, who can join, and so on - and even made £125 which has been transferred to the surgery, where it will help to pay for a new examination couch for the diabetic nurses to use.

Kit Marriott raised the question of prescriptions. He has found that the online prescription service he tried was not very satisfactory, and he asked for suggestions for local pharmacies. Rosie said that Tesco in the Oxford Road is used by a lot of patients and seems to be very good. The independent pharmacy in Theale was also mentioned. Dr Manjadarria told us that pharmacies were experiencing medicine shortages, which is a very recent phenomenon.

The date of the next meeting will be Wednesday 21 June 2023, 6.15pm, at the surgery. Dr Rupert Woolley will be the attending GP