

## PANGBOURNE MEDICAL PRACTICE

### PPG Meeting Minutes Held on 23 November 2017

**Present:** Joanna Knott (Chair), Dr T Morgan, Rosie Happe, Jane Hodgson, Kit Marriott, Jean Hyland, Alison Thurlbeck, Carolyn Geraldles, Lee Carter, Lucy Hallett-Jones and Sue Darroch.

**Apologies:** Doreen & Kevin Hawkins, Alan Matthews.

**Welcome:** Rosie Happe new Practice Manager, Rosie previously worked at The Downland Practice in Chieveley. Rosie works Monday to Friday part-time at the Boathouse.

Dr T Morgan – Salaried GP who took over from Dr N Williams following her retirement.

**Minutes of the Last Meeting:** Approved.

**Flu Clinic.** There is possibly going to be another Flu clinic to be held in January next year. PPG members are asked for good notice to allow support.

**Fundraising for the Practice.** Following a successful Coffee & Cake morning recently held at The Art Café the sum of £300 was raised. In addition to this we have kindly received donations for this worthy cause of the CRP machine taking us to just over £500. Thank you everyone who has supported this worthy cause so far. Soon second hand books will be available for sale in the Waiting Room with the view to raising our target of £1,000.

#### **Patient Voice.**

At the last meeting there was a talk from CAB about improving energy use and they urge people to shop around to save up to £200 p.a on energy bills. Please follow this website:

[www.energyshopping.co.uk](http://www.energyshopping.co.uk)

Or by email: [energy@readingcab.org.uk](mailto:energy@readingcab.org.uk)

Reports from the different Practices in the North & West Reading CCG shows us how lucky we are with the Boathouse Surgery. Currently there are still lots of problems with Priory Avenue and Circuit Lane Surgeries which are in special measures. Unfortunately they are experiencing difficulties with repeat prescriptions and an acute lack of staff.

Diana Smith attended an A&E workshop with Healthwatch recently on improving people's experience on arrival at the Emergency Department.

#### **Dr T Morgan – Mental Health.**

Dr Morgan shared his interest in Mental Health and is actively involved with the Crisis Team in Newbury working with a small stable team of Psychiatric Nursing Team. Joanna recently discussed with Dr Oppenheimer re a topic that the Practice could do to target people with mental health issues.

#### **Footfall Results.**

Most Practices have now adopted Footfall. Rosie shared with the meeting a print out of results within the Practice to share with members to demonstrate how we are doing as a Practice. Currently the Practice is still receiving a high volume of calls however it is hoped that in time patients will access 'Ask the Nurse a question' in the future. With respect to Diabetes/Asthma reviews patients still need to come into the Practice.

The telephone system was discussed and members felt there were still a lot of options to listen to. However, the general response was that enquiries were being answered more quickly via Footfall.

**Dr M Oppenheimer retirement.** Dr Oppenheimer has announced that she will be retiring in May 2018. The Partners are planning to meet in January to discuss this further.

**AOB/Matters Arising:**

**Next Meeting Date:** Thursday 18 January 2018 at 6.15 pm.