

Pangbourne Medical Practice
PPG Meeting Minutes

Held on 4th September 2024 at 6.15 pm.

Present: Doreen Hawkins (chair), Rosie Barker, Dr Madhumati Manjadarria, Sarah Dixon, Gill Reid, Barry Ashdown, Kate McMahon, Linda Price, Diana Smith, Kim Hiscutt, Thomasina McDermott

1. Introduction and changes in members

DH extends a warm welcome to everyone.

Thomasina, our new medical secretary was also welcomed and introduced to the group.

2 Apologies

John Creagh – unable to attend

Brenda Hook – unable to attend

Tony Batten – unable to attend.

3 Minutes of the last meeting

Due to the introduction of the Triage system and communication to patients from the surgery the minutes of the July meeting had not been circulated and agreed by email.

The minutes of the previous meeting were then agreed and accepted.

We will revert back to circulating the minutes to the committee as soon as they are available and members can confirm within 7 days that they agree they are a true record. The minutes

can then be posted on the website and PPG notice board in waiting area while they are still relevant.

It was discussed and agreed that the Circulation Lists 'BCC' for meetings should not receive minutes if they have not attended 3 meetings in the last year and should be crossed off the membership.

4 Covid and Flu Vaccination Update

Covid & flu Vaccination clinics are in place and are scheduled for Saturdays in October & November. We cannot start the main covid and flu campaigns until 3rd October 2024

Flu vaccines are being given to children and pregnant women now.

RSV vaccine has started for pregnant woman from 28 weeks.

75 – 79 year olds (plus those that turn 80 since 1/9/24) are also eligible for the RSV vaccine, clinic for this cohort will be after covid and flu campaign. It is not know if this will be an annual vaccine.

5 Cancer Screening programmes

No change

6. Surgery news

The surgery has two new nurses and one new administrator

Dr Burton has retired, and Dr Bethan Evans has taken her place.

In dispensary, we have four qualified pharmacists and over the summer holidays we had university students getting involved too.

We are now fully staffed.

It was mentioned that the car park still needs to be painted to make the curbs more visible.

RB is making enquires to the council to find out what they use to draw yellow lines, blow torch & Sticker method being looked at.

September and October, PPG notice board will be paused whilst Covid clinics are being held.

It was discussed the next information will be for mental health and Linda, Diana have agreed to follow this up and do the notice board late November. Rosie has information sheets.

Art Cafe

Art Café, 13th July 2024 – report – Kit – as Kit cannot be here this evening D H gave a short report. Books and Stationery raised £41, Raffle £76, Coffee, Teas and donations minus the £30 rent left us with net £300. Thanks to the members – Kim and Kate who worked very hard in the kitchen, Gill on Cake serving and Barry taking the refreshment payments.

Thanks also to two friends, Averil and Nick, who supported the event by being on books and raffle duty. Thanks too to everyone who gave a raffle prize and or a cake and supported the event. Lastly, thanks to Kit who organised the event. Do we want another date next year? The 13th July worked well for attendance as it was before the main holiday period. Kit has offered to arrange a date for us next year.

It was agreed that we would ask Kit to arrange the next fund-raising coffee morning at the Art Café mid-July, 2025.

R B - After 2 years of fundraising, we were able to buy our nurse Holly a well-earned medical couch which was delivered today! (all the clinicians are now jealous and want a new one!!)

7. FFT Results- comments

We are very happy that many of our patients are very happy with the services we provide. They are very impressed with our staff who go above and beyond their line of duty to be helpful and courteous to everyone.

A patient was concerned that there was not enough privacy at reception. If the patient wants to speak privately, if the waiting room is full, we have a separate room to be able to talk, this can be requested at reception.

8. Patient Voice Update – Sarah Dixon

SD mentioned that Karen Hampshire @ Balmore Park Surgery Caversham has left and the West Berkshire Patient Forum has been temporarily Suspended but will restart in the Autumn in a slightly different format.

9. Triage system

Staying with Balmore Park Surgery the new ANIMA system is not doing too well and therefore not recommended. Patients are saying it takes too long to complete the form.

R B explained that the Boathouse surgery had produced their own questions for the Surgery TRIAGE which will be going live on 30th September 2024. It has been advertised in the village and on Facebook to name a few.

Our main purpose is to prioritise and keep consistent with same GP and reduce waiting times for routine appointments.

MM explained that she was excited about the change and was looking forward to it.

It will be assessed by the Practice and from patient queries. It can be tweaked and edited quite easily as the surgery has produced the questionnaire.

It can only be accessed via our website and not the NHS app.

The receptionist will still be present to answer any questions and to help.

10. Book Sales

SD was very happy with the Book sales and it was agreed with RB that more books can be stored at the surgery. Another £45 has been raised.

11. AOB

DH thanked everyone for their contribution and closed the meeting.

Date of Next meeting: 13th November 2024 @ 6.15 p.m

