

Pangbourne Medical Practice

PPG minutes 3/7/24

Present

Kim Hiscutt (KH) Rosie Barker (RB) Barry Ashdown (BA) Brenda Hook (BH) Gill Reid (GR) Kate McMahon (KM) John Creagh (JC) Diana Smith (DS) Doreen Hawkins (Chair) (DH) Dr Barbara Barrie (BB), Louisa Nicoll (LN) Linda Price (LP)

Welcome to Simon Shaw - Healthwatch Senior Engagement Officer, Reading, West Berkshire and Wokingham Borough (SS)

Apologies Sarah Dixon (SD) Kit Marriot (KM)

Minutes of last meeting

All agreed happy to continue with the procedure for publishing minutes as per last meeting

Minutes approved by email

Simon explained his role – there are 3 teams, Berkshire West, Reading and Wokingham
His role includes supporting PPG in Berkshire West, and looking at how best practice can be shared across the patch and nationally

Voice of patients – listens to everyone's experience both good and not so good and feeds back to those that run services

KMcM asked if Healthwatch are part of West Berks Council – SS explained that they are an independent group who are commissioned by the Council and other health providers.

Patient Voice – written report from (SD)

North and West Reading Patient Voice, 2 May

Simon Shaw of Healthwatch gave a presentation to the meeting on the role of Healthwatch. Healthwatch is our health and social care champion, and encourages patients to feedback about their experiences, good and bad. This enables them to understand the challenges facing the NHS and other care providers and they have the power to make sure NHS leaders and other decision makers listen to our feedback and improve standards of care. There are 150 Healthwatch's across the country so we are all able to access a local one. One of Simon's remits is to help strengthen and aid PPGs in the area and he is very happy to join PPG meetings to help explain the role of Healthwatch.

There was also a discussion about how to ensure our PPGs adequately reflect the patient population of the various surgeries. A number of actions were suggested (as they have been in Pangbourne PPG meetings) but it was also noted that the older people who tend to join the PPGs do often have close links with people of various ages and circumstances.

South Reading Patient Voice, 15 May

The main business of the meeting was a presentation and discussion about pharmacy services in Reading. David Dean, Chief Officer of the Thames Valley Pharmaceutical Alliance spoke and then answered questions, assisted by Kevin Barnes, Contract Support Officer. Thames Valley Pharmaceutical Alliance is an organisation of the pharmacies in the area supported by a small levy on prescriptions dispensed. It is

analogous to the Local Medical Committee for GP practices. It is not a charity. It has 2.5 employees Reading has 29 community pharmacies. 2 are "100 hour" pharmacies (currently permitted to be open for only 72 hours). Oxford Road Pharmacy is still actually open for 100 hours a week.

We were told that there are currently many challenges facing pharmacies: the supply chain is disrupted with certain medicines no longer available, and other medicines having to be dispensed at a loss to the pharmacy. There has been no increase in funding for 9 years despite costs having increased by 40% over the period.

We also learned about Pharmacy First, which is a new service where pharmacies are able to deal with 7 specific minor ailments: sore throats, female UTIs, sinusitis, middle ear infection, infected insect bites, shingles and impetigo. The service is working well and is getting good results but is not yet widely known about and used. More publicity is needed.

Surgery News

Wait times for routine GP appointments have been increasing

The surgery has explored options to address this and total triage seems the most effective and successful model.

Incoming queries for medical attention and appointments will be triaged by a GP who will then arrange for the patient to be seen by the most appropriate clinician, within the right timeframe. This also allows for any tests to be carried out ahead of the appointment, reducing unnecessary appointments.

Information will be gathered via online forms on the practice website - patients without online access can still contact reception who will complete the form on their behalf.

We will also utilise 'self-book' texts where patients will be sent a link that allows them to book the appointment type the GP has triaged as suitable at their convenience from their mobile - reducing reception call traffic. Patients without a smartphone will be called to arrange their appointments.

We are still in the early planning stages and will need to be very clear with our messaging when we communicate this change to the patient population. Therefore, at this time, PPG members are asked to encourage patients to use the practice website, to increase familiarity, and follow the surgery on facebook to receive updates. We will also communicate via the local village magazines, and in the surgery itself. Please do not share further details of the plan, as it may lead to concern if not communicated properly with full details, just that we are working on a plan to reduce routine wait times.

Staffing Update

Esther Medical secretary has left and Tina will be starting on 8th July

Nurse Sophie has left and Claire will be starting in September

There have been other admin changes

RB reports that vandalism has not been as bad recently, the surgery is looking into the surgery installing CCTV, but there is a cost to this.

Community Police have recently been patrolling Pangbourne Meadows

GR asked if solar panels have been effective and RB reported that during days of sunshine, the panels are supplying power to the surgery.

Art Café

Update from KM – unable to attend meeting

Next event Saturday 13th July

Need 5 people to help

KMcM, GR, BA, DH, KH and KM to attend

Need 8 cakes – there was discussion about sourcing cakes from a baker that KMcM knows – but decided to see if enough volunteers to make cakes rather than paying for them
DH asked to be informed of who could supply cakes (via email)

KMcM asked if it would be possible to contact local businesses for raffle prizes – but as NHS is a funded service it was not felt appropriate – the surgery does not have charitable status

RB agreed that donated raffle prizes could be left at reception
Other items such as birthday cards may be sold at the Art Café
Books from the surgery can be taken to be sold at the Art Café
DH asked if any volunteers could help by taking books on Friday
RB has agreed to put info on surgery Facebook page advertising date and time of Art Café

There is currently £24.60 from sale of books

RB has agreed that PPG members can fill up bookshelves in the surgery from the staff room – need to sign in Visitors Book at reception

Information Board

Currently information regarding Blood Pressure management – LN asked if there are measures to know if information is helpful

RB said there has been an increase in people monitoring their blood pressure

BB felt that following the Dying Matters display patients were actively asking GP to complete Respect Forms – this could be audited against number of patients from previous year.

DS and LP have kindly volunteered to create a board for August/ September – Mental Health Awareness Information can be found from MIND, Charlie Waller Trust, Talking Therapies, The Samaritans, and information regarding APPs.

RB can support with information on the NHS/ public health portal

Liz Slocombe Social Prescriber may be able to support

LN and DH have met with her previously

Cancer Screening Programme

PPG members are asked to remind people to attend screening appointments

The surgery reports good uptake rates

BB mentioned that mobile mammography screening unit should be attending surgery in April 2025

Those over 70 will not be routinely contacted, but patients can contact Breast Screening Service to arrange an appointment – 21a Craven Rd, Reading

Tel 0118 3228282

Friends and Family test results

97% positive April

98.8% positive May

AOB

Nothing raised

Date and time of next meetings

6.15pm 4th September

6.15pm 13th November

