

PPG Meeting Minutes from Thursday, 19th October, 2016.

Present: Joanna Knott, Rachel Bampton, Kevin and Doreen Hawkins, Jean Hyland, Sue Darroch, Dr Matilda Oppenheimer, Dr Nicki Williams, John Dimmock and Terry Horner

Apologies: John Lowe, Sarah Dixon, Kit Marriot

Minutes of the last meeting: Approved

Matters arising: SD reported on the NHS 111 Meeting which she and JK attended on 13th September. It seems that Care UK will be taking over from the South Central Ambulance Service in providing this service – it is the preferred provider because it will provide an enhanced service with more medical support available to deal with queries and will provide improved feedback forms for the GPs.

Welcome to new PPG members: JK welcomed the 2 new members, John Dimmock from Purley and Terry Horner from Tidmarsh.

Verdict of the Ombudsman: MO reported that our complaint to the Parliamentary Ombudsman had been partially upheld and she is now expecting a written apology from CQC saying what was wrong and how it will be remedied. She will be writing to the Ombudsman to establish the timescale for this and will also write to our MP, Alok Sharma, to thank him for his intervention. Apparently, Pangbourne is the only Practice to challenge the CQC's ruling and to raise a complaint despite several comparable Practices suffering equally badly at the hands of the CQC but not taking the matter further. Some of these have then experienced sickness absence, early retirement and even the closure of the Practice. MO said that once the apology has been received, it should be made public.

Triage Trial: MO told the group that this trial has been instigated as a result of the extra heavy demand for same day appointments on Mondays. A doctor familiar with triage, will speak to callers to assess whether or not they must see a GP on that day or whether another solution might be acceptable. Recently the doctor on duty dealt with 18 Monday calls and found alternative

solutions to 13 of those callers. The Surgery is also looking for more appointment slots. Urgent physio appointments can now be offered as a result of the improved facilities at the Surgery.

Extended Nurses' Appointment Trial: The normal appointment slot with a nurse is 10 minutes. In an attempt to reduce further appointments, this has been extended to 15 minutes, and if some people require less than this time, it balances out overall. This trial will be reviewed in 3 months.

Staff Changes: The surgery has been experiencing sickness problems throughout the summer. They have been reviewing upstairs staff where work is less pressured and can be monotonous, and downstairs where the opposite is the case and they are considering giving the staff opportunities to work both upstairs and downstairs to vary the workload. Veronica will be in overall charge. Kate Luker, a Management Consultant much respected by the Practice, has visited the surgery a few times to look at processes in the Practice and is to report her findings on the overall efficiency of the Practice on 20th October, 2016.

Review of the Newsletter: Dr Oppenheimer said it was a continual struggle to ensure that the Newsletters were on display in Reception, because they should be there for 3 months. It is available on the website but not everyone uses that medium. RB will email the last copy to all PPG members.

Flu Vaccine Uptake: So far this is going well and another clinic is scheduled for 12th November, 2016. PPG members who would like to volunteer to help with this should contact Rachel. SD volunteered to help again. Form filling during the clinic was discussed as it was felt that at times it caused a problem blocking access. The take up by younger people has not been as good as hoped.

Registrar Feedback: The last Registrar, Tom Morgan who left in August, has given very detailed feedback (available on the website). He speaks very highly of the Practice as a whole. Raabie leaves next week after 3 months with the Practice. Over the years there have been 9 Registrars who have all praised the learning culture of the Practice. Rupert Woolley deals with medical students from Oxford who come for 6 weeks and there appears to be no problem with the take up of these training places because the reputation of the Practice is high. DH gave feedback from a friend, not from this Surgery, who had cause to

come to Pangbourne and was full of praise for **all** the staff here. For the record, Pangbourne came 151st out of 7,400 Practices nationally and topped the poll locally.

The Boathouse Surgery as a Research Practice: Dr Keast is the lead GP on this. Wioletta is doing research tests for COPD and cancer of the lung and bowel in an attempt to predict symptoms. She is also undertaking blood tests to see if/which antibiotics might work.

Any Other Business: JH asked if the hedge, on the left as you exit the car park, could be trimmed because visibility is currently restricted. NW reported that the road is due to be widened in 2018 between the Dolphin Centre and the Surgery to avoid the pinch point for traffic going over the bridge.

TH pointed out that in Australia surgeries have a machine to measure INR which gives instant results. The doctors present said they are aware of this and are looking into it but funding is an issue. JK wondered if the PPG should do some fundraising for such pieces of equipment but NW said that this had been considered at the outset but it was decided not to involve members in financial matters.

SD Mentioned concern about some people not respecting others confidentiality needs when waiting at the Reception Desk.

JK reported on **Patient Voice** matters. The maternity service in Berkshire West is being enhanced with 22 new midwives recently recruited although 9 are leaving. It is expected that a dedicated Home Birth Team will be commissioned to go live in April 2017 and extra money is being put into perinatal mental health so that there should be improvements in that service in 2017/18. The PPG from Mortimer Surgery commented on their poor DNA rates but we compare favourably with them. A DNA rate of about 4% is acceptable.

NW drew our attention to a new Palliative Care 24 hour Helpline for patients, relatives and carers which is run by Sue Ryder care: **0300 364 1234**

Date of the next Meeting will be on Wednesday, 18th January 2017.