

PANGBOURNE MEDICAL PRACTICE

PPG Meeting Minutes Held on 4 April 2019 at 6.15 pm

Present: SD (Chair), CK, RB, JH, BA JB, LC, SD, CG, KH, JL, KM, AM, DS.

Apologies: LP and DH

Minutes of the Last Meeting: Approved.

News from the Clinical Commissioning Group/Patient Voice

Patient Voice Group (PVG) is made up of representatives from local surgeries and from the Clinical Commissioning Group (CCG) and meets once a month. We attend the North and West Reading group. It is an opportunity to feed back on NHS services, to learn from other PPGs, to find out about local organisations providing services to patients, to learn about health initiatives, and so on.

The meeting on 12 February was an informal open discussion about the role of PPGs, and how different PPGs work. Many ideas were shared and suggestions made. It was a really useful and interesting session. The most important thing to emerge was that as PPGs are there to support their surgery, and as each surgery is different, then each PPG is different too. Of the many suggestions made, we already do most of them.

The National Association for Patient Participation website <https://www.napp.org.uk/> has lots of useful information and resources.

The meeting on 12 March included a presentation from the Reading Refugee Support Group, which has been supporting refugees and asylum seekers for 25 years. We learned about the types of problems that can arise when supporting refugees in relation to healthcare, and how these can be addressed. A young Syrian refugee spoke warmly of the support he and his family have received from the NHS.

We were then given an update on developments around Primary Care Networks (PCNs) by our own Dr Woolley. There is a new GP Contract effective from April 2019 that will be phased over five years. To improve patient care, practices will collaborate and work closely together creating patient populations of 30-50,000. This population will be served by additional staff including pharmacists, physiotherapists, paramedics and specialist nurses. Instead of seeing a GP at every visit patients could be seen by a relevant specialist. A number of concerns were raised by members of Patient Voice and it was agreed that the key was Communication. It was suggested that all PPGs include a standing item on their agenda about PCN/neighbourhood development.

Finally, there was a PPG Chairs Engagement Event on 20 February, organised by Berkshire West Integrated Care System (ICS). It was to introduce the new GP Contract mentioned above, and to explore how ICS can engage with PPGs to improve patient care at a neighbourhood level. We were given two informative presentations and then split into groups to discuss the implications for our practices. We then shared these with the whole group. It was useful and quite inspiring to meet the many other PPGs from across the whole region.

There was a Patient Voice meeting on 12 April (report at next PPG Meeting) at which it was decided to reduce the meetings from monthly to quarterly. Thus the May and April meetings have been cancelled and the next meeting will be 11 June. If any PPG member would like to attend please let SD know – there is no limit on numbers. The meetings are held at NHS Berkshire West Clinical Commissioning Group, 57-59 Bath Road at 6.00pm and last for an hour and a quarter.

The members of the PPG then discussed the matters raised at the PV meetings. As part of the (PVN) Primary Care Network Dr RW advised that a new contract from April has been arranged in collaboration between Practices with the emphasis to keep good continuity of care, offering patients care away from the hospitals to other care providers. Patients will see a Specialist Nurse if appropriate rather than a GP. There have been some concerns around this. Links introduced to more staff rather than patients. Dr CK informed members that PCN works well for inner city areas. However, we are an outlying practice and in the development stages of working closely with Mortimer, Theale and Chapel Row surgeries. At the present time we are waiting for Chapel Row to agree to work with our Practice. In total the number of patients between all 4 Practices is currently 40,000. The Alliance will see the overall running of this. The aim being that this will be in place by July 2019.

News from the Practice.

The Breast Screening van is currently at The Boathouse and will be on site for the next 7 weeks. Parking at this time is limited.

Women's Health - Cervical Screening and Diabetes Prevention promotions have been displayed in the waiting area recently.

An option for the public to be able to access Wifi to access our website is also pending.

The Practice currently has a new Registrar Dr N Elmustafa who will be with us for the next 6 months.

AOB/Matters Arising:

SD agreed to distribute the Terms of Reference of the PPG along with a report 'What is a PPG (Patient Participation Group) for and this will be displayed in the waiting room. Currently we have a good number of PPG members at the Practice. It was agreed that all future PPG Minutes will only have attendees' initials on as part of the GDPR (The Data Protection Act 2018).

Ramp – Dr CK advised that work to the ramp has been on hold owing to the recent weather conditions. However this is in hand. Parking lines in the car park have started to fade and Dr CK agreed to look into this further.

Breast Cancer Screening – PPG members felt there should be more awareness re this. Appointments are made directly with the Royal Berkshire Hospital, Breast Screening Department. (The Practice does not have any involvement in this.

Next Meeting Date: Thursday 27 June 2019 at 6.15 pm.