

PANGBOURNE MEDICAL PRACTICE

PPG Meeting Minutes

Held on

7 November 2019

Present:

Sarah Dixon (Chair) Dr R Woolley, Rosie Barker, Joan Bott, Doreen Hawkins, Barry Ashdown, Lee Carter, Sue Darroch, John Lowe, Jane Hodgson, Linda Price, Kit Marriott, Atul Mohindra, Diana Smith.

Apologies: Dr C Keast, Kim Hiscutt, Carolyn Geraldes.

1. Minutes of the last Meeting

Correction of name for Sue Darroch and Carolyn Geraldes. Apologise Minutes updated to reflect this. It was agreed that PPG Minutes for distribution will go back to the previous method of being sent out within 2 weeks or if possible sooner. A copy of the PPG Minutes will be still be sent out with the next new Agenda.

2. Matters arising from the previous minutes

- Sarah to discuss with Alwyn Mercer, Nursing Sister re a Diabetic Open Day.
- The Surgery ramp access that joins the pavement needs further work.
- Dementia Awareness, the Practice currently does not have information regarding this. This is being reviewed and details are to be added to the Practice website.

3. News from Patient Voice

Sarah recently attended a meeting in September held at the Compass College whereby various presentations were shared

- Recovery from Mental Health Challenges, which is being funded by Reading Borough Council. (This was very Reading centred).
- Physician's Assistant – University of Reading. This is medical role although they are not able to prescribe. Dr Woolley explained that they would have done a 2-3 year course. This is an emerging group that are more commonly used in hospitals and we do not use it in our Practice.

4. Update from the Surgery

PCN – Primary Care Network

Dr Woolley presented a short presentation on the work of the PCN and future plans.

The PCN is to serve 30,000 – 50,000 patients. We have within the 4 Practices involved 40,000. Likelihood in the future to include working with organisations other than GP Practices, for example District Nurses and Social Care. Berkshire Health Care manages the District Nursing team who work with our Practice. You may wonder why PCN's are being formed. The intention behind establishing PCN's is to focus around services in the villages of West Berkshire i.e. Pangbourne, Theale, Mortimer and Chapel Row - GP Practices that we know well. Additionally next year there will be other work streams for the PCN such as working with care homes.

The plans for the PCN include:

2019 Social Prescriber

The Social Prescriber works with patients to enable them to access non-clinical services that will make a positive contribution to their health. We now have a Social Prescriber – Lucy Hill who has worked in a similar role at The Royal Berks Hospital within the Cancer Centre. Lucy will be working 1 day per week in all 4 Practices within the PCN areas. (This role has been made possible with funding from the PCN). The aim is to address other people's wider needs. Offering support around Carers, Dementia Groups and coping with loneliness and how to support and signpost to the relevant services. With support patients hopefully can make achievements through goals. GP's and Nurses will refer patients to this service. Self-referrals will also be an option. Sarah and Doreen have met with Lucy and in due course she would be interested in attending a future PPG Meeting to talk about the work that she does within her role.

Pharmacist

A new Pharmacist is to start in December this year to work with long term condition clinics.

Physician Associates

Resource working under the supervision of a GP to take medical histories and carry out physical examinations and make simple diagnosis. To develop and deliver appropriate treatment and management plans.

Atrial Fibrillation Machine

A new Atrial Fibrillation machine (irregular pulse) has been purchased for the Practice. This vital piece of equipment will help patient's avoid the risk of a stroke. You can find this machine in the small room next to the main reception area where the blood pressure machine is also available to use.

6. Group Consultation

Rosie shared with PPG members that the surgery has been looking into group consultations and intends to start holding them in the near future. Group consultations fit in to the current care planning model used for long term conditions, with the group setting being used for the annual review with the clinician, i.e. diabetic nurse. Group consultations have been used across GP surgeries for a while now and are increasing in their popularity with many case studies and evidence now available to demonstrate improvements in clinical results and better outcomes for patients. This style of consultation may not suit every patient, but overall patient feedback has been very positive with many benefiting from the peer support and opportunity to join with people facing similar difficulties to them.

The Boathouse Surgery would like to initially try this for Diabetes and once we are comfortable doing this it will be expanded to other long term conditions and with a wider range of healthcare professionals involved.

7. News from Partner Practices

- Sarah recently met informally the Social Prescriber at Chapel Row - who advised that West Berkshire Council have an Information Desk that is manned for the general public to use.
- Mortimer Surgery - held an event in June this year focussing on Mental Health. 90 people attended on the day.
- Theale Medical Practice – to discuss the PCN.

8. Flu Clinic Update

There will be no further clinics this year for adults. However we will be doing a Child Flu Clinic on 23 November. Rosie gave thanks to PPG members who gave their time to help with the Flu Sessions. Adult flu - We are currently ranked number ONE across the CCG for uptake in both over 65s and 18-65s at risk so well done to all involved! We've given 2500 flu jabs so far, it would be great to get this over 2700, so please keep offering opportunistically and reminding patients to book in.

9. Art Café Event – Saturday 23 November 2019

This is an annual fundraising event to support the Boathouse House Surgery to purchase equipment that the NHS does not fund. The PPG and patient and general public have greatly supported this cause and have enabled the Surgery to continue to get the latest invaluable tools for Doctors and Nurses to use for the well being of their patients. Any support that can be given is highly appreciated. Sarah will email all volunteers for this event. The event requires 5 helpers to assist. Posters have been created by Jane for this event and these will be distributed in the village and neighbourhood villages. There will be a selection of cakes along with teas and coffee and a raffle with some prizes. Most importantly any donations of baked cakes would be greatly received. A raffle will take place and if anyone would like to donate to this please contact Sarah (Chair).

Sarah has created some fund raising notes for the Holter Heart Monitor that she will share this with PPG Members and the wider audience. Pangbourne Village Magazine, Whitchurch Magazine, Yattendon Magazine and others.

10. Official badges for volunteers

Doreen has suggested that PPG members who volunteer to help with Flu Clinics and future events could wear official Boathouse Surgery Badges.

11. PPG EVENT

Suggestions by members have been made for an event to take place in the Surgery. For example Diabetes Event, Mental Health or other speciality.

AOB

More publicity regarding - What is a PPG?

This could be put in the various village magazines. An article was placed in the Whitchurch Bulletin in April this year. Dr Woolley agreed to do an article about the new PCN and this will be sent to the various magazines. 6 December is the deadline for the Pangbourne Magazine.

Various questions were raised as follows:

Suggestions were made for a monthly newsletter from the Practice. Dr Woolley suggested a press release summary each quarter for future magazines. Sarah will follow this up.

Diana enquired what the timeframe from seeing a Clinician and receiving a report following this? Dr Woolley advised her that if it was urgent they would be given information/medication there and then. If a patient was seen in clinic generally speaking we would receive an Outpatient letter within 5 days ideally.

Ear Syringing - what should a patient do?

Dr Woolley advised that the Practice still offers this service however on a much smaller level. Essentially the advice would be ear drops first, self-syringing kits that are available from larger chemist. Accu Health, if no improvements then see your GP. There is an advice sheet available from the Reception desk.

Date of next Meetings:

Thursday 30 January 2020 at 6.15 pm.

Thursday 2 April 2020 at 6.15 pm. TBC