

PANGBOURNE MEDICAL PRACTICE

Minutes of the PPG Virtual Meeting held on Thursday 17 September 2020 at 6.15 pm

Present: Sarah Dixon (Chair), Dr Keast, Rosie Barker, Jane Hodgson, Doreen Hawkins, Lee Carter, Joan Bott, Diana Smith, Barry Ashdown, Kim Hiscutt, Linda Price, Gill Reid.

1. Apologies: Kit Marriott, Sue Darroch, Carolyn G. Sarah informed members today that Sue Darroch has now stepped down from the PPG. Sue has been an active member of the PPG since the first PPG was first set up at the Surgery. Acknowledgement and thanks were given to Sue for all her support over the years. She will be missed.

2. New Member Welcome Gill Reid.

3. Minutes of the last Meeting Agreed.

4. Surgery Update

Discussions took place regarding COVID-19 and the effect it has had on everyone. Meanwhile safety measures have been put in place within the Surgery, protecting staff and patients is a priority. We have a one way system in place, floor distant markings and a face mask must be worn when entering the Surgery at all times including hand sanitising. Additionally a new glass screen has been built around the Reception area and Dispensary room giving greater security and protection for staff and patients. Anyone who suspects COVID-19 should contact their GP initially for advice. Patients are being offered appointments daily with a GP or with a Nurse. These could be via a Telephone appointment (which is working very well for both the patient and GP). Or Face to Face appointment. **Only come to the Surgery if absolutely necessary.** For example if you had shortness of breath a GP would see you in Surgery. GP's are able to assess by telephone if a patient needs to be seen in person.

Furthermore there is a great deal of research currently taking place regarding COVID-19 and a couple of trials are taking place in early October/November of this year. There are over 200 vaccines being developed. The trial will run for a 2 year period. Hopefully a vaccine will be found suitable in due course. COVID-19 statistics were discussed and Dr Keast advised that PCL swab testing is not always perfect and that the testing system currently in use is not that reliable. Of note NHS workers are being tested as priority in order that they can continue to provide a service to patients.

Rosie Barker informed members that the Surgery is extremely busy at present and there has been a 30% increase in telephone calls to the Surgery for various reasons. Unfortunately it is inevitable that there have been delays with Hospital appointments, referrals and operations cancelled. Hospitals have long waiting lists for patients to be seen and are working very hard to address this. Everyone is doing the best at this current time.

5 Flu Clinics

This year owing to COVID-19 there will be no outside help with the clinics at the Surgery. The Flu Clinics are starting to get booked up. The first Clinic will be held on Saturday 26 September. Children aged 2-3 have been seen this week for the nasal treatment. Children aged 4-11 year olds will be eligible for the Flu vaccine at their School. However, if a patient has a long term condition or the child's parent(s) are shielding they are eligible to have the Flu vaccine at the Surgery. Parents will be sent a SMS message or receive a letter regarding this. There is an article on the Surgery website for more information regarding Flu vaccines. Patients must only attend the Surgery solely for the Flu vaccine. The plan is that a patient's appointment will be a quick few minute's stay – In and Out. Rosie Barker will be on hand to supervise the clinics. This minimises the risk to patients and staff. Allowances will be made for patients who may need a little more time due to mobility/health issues, assisting with the ramp access to the building. They will be offered an appointment in a separate clinic for more vulnerable patients.

6. Social Prescriber

It was acknowledged that an advert was inadvertently placed in the Pangbourne Magazine for volunteers to assist at the Flu Clinic which was possibly going to take place at Pangbourne College, however this idea was scrapped and the Flu Clinics will continue to be at the Surgery.

Phlebotomy

Unfortunately Hospitals have stopped the Phlebotomy Service which is causing problems to many patients. Therefore bloods are being done here at the Surgery. There is a working group in progress that is looking to expand slots for the future. Therefore there is a delay for bloods at the Surgery as appointment times have been more staggered to allow for extra cleaning to take place in between appointments due to COVID-19.

7. Holter Monitor

Very kindly we have received funding from the Fanny Maria Kemp Nursing Charity. We therefore are now able to go ahead with this machine that is due to be delivered this week. This machine will benefit patients greatly as they can be tested much quicker than if they were to go to a Hospital as there could be up to 3 months wait for this testing.

The machine would be used weekly in the Surgery. Patients with palpitations can use this machine for a couple of days and this will provide valuable data to the GP to assist further management of the patient.

8 Clinical Pharmacist

We welcome Sedra Entabi who joined the Surgery this week as a full time Clinical Pharmacist. Sedra will be working on medication reviews and long term management plans for patients. This role is being funded by the CCG to improve the quality of prescribing and medications.

9 Virtual Group Consultations

These meetings are currently being held virtually.

Rosie Barker shared with members that Virtual Group Consultations training had started however due to a second wave of COVID-19 this is currently on hold. The aim of these meetings is to discuss with patients ways of looking at long term conditions going forward.

10 Patient Voice

A virtual meeting took place and various topics were discussed in particular with regards to support to Care Homes during the COVID-19 pandemic. Round up meetings took place between Mortimer, Theale and The Boathouse Surgery (except Balmore Park). Flu Clinics were discussed and how these would be run safely. Other news Theale Medical Practice Manager has left and recently they have employed a Paramedic to work at the surgery.

AOB

Dementia patient and isolation of patients was discussed and Gill Reid new PPG Member enquired what measures had been put in place in relation to Dementia patients/others. This was discussed and it has been acknowledged by the GP's, Nurses and staff of an increase in anxiety/life/jobs and mortality due to COVID-19 pandemic.

Talking Therapies has stopped due to COVID-19. They are still offering a telephone service. No Face to Face appointments currently.

Recycling – Lee Carter suggested the possibility of recycling empty blister packs through the Surgery. Lee agreed to research this.

Flu Dates have been announced and these took place on Saturdays successfully at the Surgery.

Date of next meeting: Thursday 12 November 2020 at 6.15 pm virtually via Zoom.