

PANGBOURNE MEDICAL PRACTICE

PPG Meeting Minutes

Held on 24 March 2022 at 6.15 pm

In-person Meeting

Present: Barry Ashdown, Rosie Barker (Practice Manager), John Creagh, Sarah Dixon (Chair), Doreen Hawkins, Kim Hiscutt, Brenda Hook, Dr C Keast (GP), Kit Marriott

1. Introduction and welcome to new members

Sarah welcomed everyone to the first in-person meeting at the Surgery since January 2020. We had no new members at this meeting.

2. Apologies

Apologies were received from Tony Batten, Belinda Drew, Lee Carter, Carolyn Geraldine, Neil Macfarlane, Louisa Nicoll, Linda Price and Gillian Reid

3. An appreciation of Joan Bott

Sarah was sad to inform the PPG of the death of Joan Bott on 29th January 2022. Joan was a founder member of Pangbourne PPG and her good sense and clear thinking will be very much missed. The meeting sent its condolences to her family and friends.

4. Minutes of the Last Meeting

The minutes for the January meeting incorrectly stated under AOB that work had begun on the access ramp to the surgery building; they should have said that "The surgery is preparing to put in a bid for funding to make improvements to the access ramp. Rosie Barker sought support from the PPG to strengthen the bid, which the meeting was very pleased to endorse." Sarah will send the corrected minutes to Rosie for posting on the surgery website.

5. COVID-19 Update/Vaccines

Dr Keast reported that the Covid infection rate is very high, and that if one person in a family group gets it then typically the whole family get it too. Many patients are reporting symptoms. Because of the high vaccination rate most people are ill for 5 – 7 days and stay at home, and do not need medical intervention. However, the ICU at the Royal Berks is full of very sick people who have not been vaccinated.

Boosters will be administered in April and May to those over 75; to immunocompromised people over 12; and to elderly care home residents. There will be a comprehensive campaign in the Autumn, although the precise details are not yet available.

The Surgery team has been affected by Covid of course, but due to the strict health precautions in place (see last minutes) they have been less affected than other surgeries.

6. Surgery News and Staffing Matters

New lighting is being installed at the front of the surgery building, and air conditioning is also being installed.

The Surgery team will soon be supplemented by a paramedic; she is funded by the PCN (primary care network) and is an addition to the clinical staff, not a replacement doctor. She will have a number of roles, in addition to her primary function as urgent care practitioner, including triaging patients and blood taking.

Two new nurses will be joining the team in May; they are replacements, not additional staff.

There has been some turnover among reception staff.

7. Cancer Screening

The mobile test centre for breast cancer screening will be in the surgery car park shortly. Those between 50 and 71 will be contacted directly with a test appointment. Those over the age of 71 can still opt for screening, and will be seen at Craven Road; the wait time is currently two weeks. Patients with results that require further investigation will be referred to the Royal Berks.

8. Prescriptions

We had a wide-ranging discussion about prescriptions. Some pharmacies have installed automatic prescription dispensers, from which one can retrieve one's prescription by inputting a code. We heard that Goring pharmacy are planning to install one.

It was confirmed that it was possible to request repeat prescriptions for up to six months worth at a time. Normally, automatic prescriptions are printed each month, but the option exists to change to six months.

Kit Marriott reported that Lloyds in Pangbourne seem to be operating much more effectively. Scripts seem to be ready, and the phone is being answered. John Creagh had an in depth discussion with them and confirmed that many of the problems have been caused by high staff turnover.

Tony Batten could not be at the meeting but he sent in a question – what should we do if the surgery has received our prescription but is shut when we go to collect it? Dr Keast

confirmed that in such an emergency the surgery would be able to issue another prescription that could be taken to a different pharmacy.

Neil Macfarlane, PPG member, like many of us has had some very poor interactions with Lloyds over the years and has been in correspondence with both the CEO of Lloyds and Alok Sharma, MP for Reading West. Neil could not be at this evening's meeting but he very kindly gave permission for his correspondence to be circulated to the PPG members. As they are private correspondence they will not be included in the minutes, but will be sent to PPG members separately. We thank Neil for sharing this with us.

9. Any Other Business

There will be a booster vaccination session at the surgery at the weekend using Moderna.

We held an Art Café on 19th February. Many, many thanks to everyone who contributed their time, their cakes, raffle prizes and – yes – money! Most unfortunately, it was the day after the dreadful hurricane-like storm and a day of wind and heavy rain, so we were not over-busy, and we raised £126.50. However, it was a very enjoyable occasion and everyone who took part had a lovely morning. It was so nice to see each other in person again! **We have another Art Café booked for 10th September.**

In the pre-Covid days we often started our meetings with a presentation from an expert, which was always so interesting and informative. It was suggested that we continue this practice, and that a presentation from the team of physiotherapists who operate out of the surgery building would be a great start. After all, many of the PPG members have personal experience of their expertise. Sarah Dixon agreed to set it up.

Dr Keast was warmly thanked for providing cheerful refreshments for this meeting to celebrate the return of in-person events.

Date of next meeting 26th May 2022 at 6.15 pm

In person or Zoom – will be decided nearer the date