

**Pangbourne Medical Practice**  
**PPG Meeting Minutes**  
**Held on 12 October at 6.15 pm**  
**In-person Meeting**

**Present:** John Creagh, Rosie Barker (practice Manager), Sarah Dixon (Chair), Doreen Hawkins, Brenda Hook, Diana Smith, Dr Rupert Woolley (GP).

**1 Introduction and welcome to new members**

We had no new members at this meeting. Lee Carter stepped down at the last meeting after five years in the PPG. Her pragmatic outlook and lived experience were much valued, and she will be missed. We thank her for her contribution over the years.

**2 Apologies**

Apologies were received from Barry Ashdown, Carolyn Geraldine, Kit Marriott, Linda Price and Gill Reid.

**3 Minutes of the last meeting**

The minutes of the last meeting were accepted.

**4 Covid update and vaccination programme**

Clinics have been planned for every Saturday from 24 September to 5 November; however, these quickly filled up and an extra clinic will be held on 26 November. The first two clinics have been held successfully, with the vast majority of patients having both Covid and Flu jabs. 520 patients are booked into each clinic so over 1000 patients have been vaccinated already. Housebound patients were visited this week, as were all Purley Park Trust residents.

**5 Surgery News and Update**

Nurse Practitioner Caroline is retiring at the end of October. She has been with the practice since 2004 and will be sorely missed by the team and the patients.

We have a new Nurse Practitioner, Katie Hallett, joining us on 24 October.

The new Diabetes Nurse, Holly Davy, is settling in well.

We welcome back Dr Kirsty Thompson on 1 November. Dr Thompson completed her final year of GP training here at the surgery in 2020-21 and covered Dr Manjadria's sabbatical. She will take over Dr Keast's list, and will work an extra session per week to increase GP capacity.

As reported at the last PPG meeting the Friends and Family Test (FFT) has been reinstated, and PPG members were sent the latest returns before this meeting. The replies were overwhelmingly

positive with some really specific positive comments. The meeting expressed its satisfaction with the result and congratulated the surgery team.

Doreen, Sarah and Rosie met recently to discuss the improvements to the disabled access at the surgery entrance. The modification to the base of the ramp is relatively straightforward and Rosie has subsequently received a quote in the region of £350 to expedite this. There was a suggestion that Pangbourne Parish Council might be willing to award a grant towards this project, but they are unable to give grants towards the fabric of the building. However, they are happy to consider an application for equipment in 2023, which is really cheering news.

Finally, Rosie thanked all the many volunteers who have assisted with the vaccination clinics.

Rosie was asked to organise the trimming of the hedge between the surgery car park and the pavement at the approach to the bridge.

Some PPG members reported that some prescriptions seem not to be going through to the designated pharmacies; Rosie agreed to investigate.

## **6 Patient Voice**

Patient Voice Group (PVG) is made up of representatives from local surgeries and from the Clinical Commissioning Group (CCG) and meets every two months. 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.

At a meeting on 6 September we were given a presentation by Francis Brown about his in-depth analysis of the GP Patient Survey (the FFT). He has analysed responses to the FFT and has recalculated and corrected the results to allow for places where no response is received (such as closed surgeries, walk-in health centres and mental health centres), and has compared the results with surgeries of a similar type and size.

From 2017-2022, Pangbourne Surgery was always in the 90<sup>th</sup> percentile or above, meaning that in terms of overall patient satisfaction it was better than 90% of all surgeries. In 2022 the figure was 97%. However, many factors are involved. The questions in the FFT tend to result in subjective answers; some surgeries are small and so are much more affected by staff illness; some ran Covid centres and this adversely affected patients' perceived satisfaction.

In short, a great result for Pangbourne, but no room for complacency of course.

We were then given a brief presentation by Sunila Lobo, a patient governor at the RBH, on the role of the governors.

## **7 The Future Direction of Pangbourne PPG**

Leading on from the last item, Dr Woolley told us that the surgery was in a good place to be able to deliver a good standard of care. There is already a high demand for services, and we are not even into the Winter period yet. Everyone is already working at capacity and the pressure is high. However, new workers are joining the team - paramedics, pharmacists, technicians - and it is proposed that these extra roles will expand even more so that we can continue to offer a broad range of services at Pangbourne. There is currently a high turnover of nurses, but this is expected to settle down shortly.

As the PPG of such a successful surgery, how can we best fulfil our role of supporting and representing our fellow patients?

Does our PPG reflect the patient population? Should we be more diverse? How could this be achieved? What can we do that would be genuinely useful? We had a very useful and thought-provoking round table discussion on our future direction.

John Creagh, who has a great deal of experience in the field of medical education, suggested certain topics are of particular concern to patients, namely prostate cancer, diabetes and menopause, and that we could organise awareness days so that patients can learn more. Our sister practice Mortimer has organised these in the past, with great success.

Two important points were taken away from the discussion:

- The doctor/patient relationship must be maintained
- The GP must remain the centre of the medical team

It was agreed that we would return to this whole topic at our first meeting in 2023. PPG members were recommended to look at the Patients Association website <https://patients-association.org.uk/patient-participation-groups> for further information.

## **8 Any Other Business**

There will be an Art Café on Saturday 13 May 2023. Please put it in your diary!

**The date of the next meeting is 8 December, 6.15pm, at the surgery**

**The meeting after that will be Wednesday 8 February**