

Pangbourne Medical Practice

Minutes of the PPG Virtual Meeting held on Thursday 12 November 2020 at 6.15pm

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

Apologies: Carolyn Geraldine, Lucy Hill (Social Prescriber), Neil Macfarlane.

Minutes of the last meeting: A number of minor amendments were made; subject to these the minutes were agreed.

COVID-19 Update: At the time of the meeting the Astra-Zeneca vaccination had just been announced, and Dr Keast gave us some background information. The vaccine needs to be kept at -70°C, takes 11 minutes to draw into a syringe, the patient needs to be observed for 15 minutes afterwards, and 2 doses are needed at 3 weeks apart. This means that it may not be practical to administer in GP Surgeries, and dedicated Vaccination Stations may be needed. It is due to be rolled out from December but exactly how is still the subject of discussion at PCN (Primary Care Network) level. Vaccinated people might still be carriers so hand-washing and masks are likely to be a feature for some time. It is not clear how long immunity lasts.

There are other vaccines in the pipeline and we await news of those.

Surgery update: A free-standing temporary building has been installed in the Surgery car park to enable patients with COVID-like symptoms to be seen.

The Surgery is very busy at the moment as staff continue to catch up with the backlog from the first lockdown. In addition, the last month has seen increasing numbers of staff needing to isolate; in most cases they have been able to continue to work from home but at any one time there have been 2 or 3 people away. Phone consultations are being used extensively and, as was reported in the last meeting, these are popular with staff and patients. The number of phone calls has increased so much that an additional receptionist has been engaged. There are plans to extend the pre-recorded menu for incoming calls to increase efficiency.

Flu Clinics: the new style Flu Clinics have been very successful and resulted in much positive feedback. It is likely that the catchment will be extended to healthy 50-65 year olds in the near future.

Cancer Screening: Great emphasis is being placed on cancer screening as early diagnosis results in improved outcomes. Not all patients respond to letters asking them to attend for screening and so Saturday clinics have been held and non-responders telephoned. COVID restrictions are making everything more challenging. There is no role for the PPG as yet.

Patient Communication: During the first lockdown Lucy Hill, the Social Prescriber, carried out welfare calls to all of the shielding patients and some of the other vulnerable patients to offer support and guidance. She also spent time collating information about all the local community responders and offered support where needed. During the second lockdown she messaged all shielders to remind them of where to get help and has been in contact with those who particularly struggled during the first lockdown. Lucy is also working with the council to develop non-digital support options for those without internet access.

Patient Voice: The North & West Reading Patient Voice are holding virtual meetings. At the meeting in September there was a presentation on the BOB ICS (Buckingham, Oxfordshire and Berkshire West Integrated Care System). The NHS and local councils have formed Sustainability and Transformation Partnerships (STP) in 44 areas covering the whole of England, and BOB ICS is one of these. Each STP has developed proposals built around the needs of the whole population in the area, and not just those of the individual organisations. The presentation gave an overview of how BOB ICS is achieving this.

There was also an update from the Clinical Commissioning Group (CCG) on the administration of the flu vaccine throughout the area and on infection control in care homes.

Any Other Business: Lucy Hill asked that we are aware of a local charity called First Days who are supplying Christmas Stocking to those in need; she has referred a number of families. In addition, Dementia Friends are doing Goody Bags, and they aim to deliver around 40 this year.

Date of next meeting: Thursday January 14th 2021, at 6.15 pm.