

Pangbourne Medical Practice – Patient Participation Group

Minutes of the PPG meeting held on 29 November 2018

Present: Barry Ashdown, Jean Bott, Lee Carter, Sue Darroch, Sarah Dixon (PPG Chair), Caroline Geraldles, Doreen Hawkins (PPG Deputy), Dr Chris Keast, John Lowe, Kit Marriott

Apologies: Kim Hiscutt, Jean Hyland

Approval of previous minutes: Agreed.

Matters arising from previous minutes:

The meeting agreed that after the success of the Art Café we should book a further date for 2019; Sarah D to book a date.

A question was asked whether one of the aims of the PPG was to raise funds; the answer is – not generally, but we do for specific items that would not be covered by the NHS.

Following the death of our much-missed member Kevin Hawkins a Just Giving page was set up in his memory, with some of the money going to the Surgery. A question was asked as to how much had been raised, and what would it be spent on – Dr Keast will investigate and let us know at the next meeting.

Patient Voice Group:

Patient Voice Group (PVG) is made up of representatives from local surgeries and from the Clinical Commissioning Group (CCG) and meets once a month. We attend the North and West Reading group. It is an opportunity to feedback 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.

The October meeting was enlivened by a presentation by Reading Community Learning Centre who do life-changing work with women, often immigrants, helping them to learn English and the skills to deal with life in the UK – hospital appointments, parents' days, job applications, and so on. We were all made uncomfortably aware how easy it is to judge someone by their ability to speak English. It was an inspiring presentation that left us uplifted.

October ("Stoptober") was smoking awareness month, and we were given a presentation on why we should encourage friends and family to stop smoking. Those present were asked to share resources with their PPGs and check that practice waiting rooms have Stoptober/Smoking Cessation leaflets on display. This certainly was the case in Pangbourne surgery.

In addition, those present were asked to check with their GP Practices that 7 Day Working information was on GP screens and on practice websites. Dr Keast assured us that this is the case.

The dates of the next two Patient Voice meetings are 12 February and 12 March. They are held at 57-59 Bath Road at 6pm and last for an hour and a half. If any member of the PPG would like to attend let Sarah D know so lifts can be arranged.

Flu Clinic Update

Doreen H helped out at several of the clinics and presented a most useful paper with some thoughts on how the clinics could be run even more smoothly next year. Dr Keast expressed his thanks and accepted a copy of the paper.

Caroline G reported that a number of attendees had complained about the grammar on the smoking form – this was noted for next year. Lee reported that her parents were not sure which colour clinic to attend, and it was agreed that the surgery will review the signage for next year.

Scottish and Southern Electricity Scheme

SS&E maintain the electricity infrastructure. They offer extra support to people for whom a power cut could be particularly difficult, such as people who rely on powered medical equipment or have a disability. It is necessary to register with them, and the surgery is in a good position to identify people who might benefit and encourage them to contact SS&E. Whitchurch Parish Council brought this scheme to our attention, and passed us a number of leaflets which were passed to Dr Keast who agreed to put the information on the Surgery website.

CQC Visit

The surgery has recently been visited by a CQC team. At the time of this meeting the results had not been received, but Dr Keast was pleased to be able to tell us that it was a small team only, that no problems were highlighted during the visit and that they liked the CRP machine. We look forward to a fuller report at the next meeting.

Practice News

The responsibility for training is moving to Dr Manjhadria. A new registrar is starting in February.

Dr Keast was asked if Brexit could affect the supply of medicines, specifically Insulin: the situation is unclear, but it is a possibility, particularly if there is a “no deal” exit.

A new phone system has been installed aimed at making contact easier for patients and staff alike. Today is its first day, however, so it is too early to report on its efficacy.

Any Other Business

Doreen H raised the matter of the disabled access ramp to the Surgery. The base of the ramp is crumbling and requires a tight turn; it has a lip and there is also a drain cover there. People who have had occasion to use it for wheelchairs agreed that it could be improved. Dr Keast agreed to investigate.

Kit M asked whether the online prescription ordering system was working well, now that one can no longer ring up for prescriptions. Dr Keast said that it was, but that the liaison with the local chemist was still not working well.

Date of next meeting

Thursday 7 February 2019, 6.15 pm at Pangbourne Surgery.