

**Pangbourne Medical Practice
PPG Meeting Minutes
Held on 21st May 2025 at 6.15 pm.**

Present: Doreen Hawkins (chair), Rosie Barker, Dr Madhu Manjadar, Thomasina McDermott, Kit Marriott, John Creagh, Kate McMahon, Brenda Hook, Sarah Dixon, Barry Ashdown, Louisa Nicholl, Alison Coles, Maria Abrams, Simon Shaw, Fiona Worby

1 Welcome

DH extends a warm welcome to everyone especially our newest member Alison Cole and introduced Fiona Worby, Lead Officer Health Watch West Berkshire

2 Apologies

Linda Price & Diana Smith were unable to attend.

3 Talk from Fiona Worby – Lead Officer Health Watch West Berkshire

FW introduced herself and told us that she worked alongside SS and has been working within the Health & Social Care sector across West Berkshire.

They thrive off feedback from PPG's, the public, doctors, dentists, anyone who has a link to the NHS. If they get a few complaints about the same thing, they will investigate and make changes to the best of their ability. They will send a letter, and the recipient have 20 days to respond and then have 6 months to make changes. If it is not satisfactory then Healthwatch will keep going until it is. They can be contacted directly, leaflets can be found in most NHS places, by email, phone, online or on their website. They don't just deal with complaints, they like to have compliments too so they can give good feedback to the people who have had to make changes.

www.healthwatchwestberks.org.uk 01635 886210

Healthwatch will be holding an Information Day – Health Management at the Theale Village Hall on Wednesday 4TH June between 9am & 1pm. Free to attend for a friendly and informative event hosted by Healthwatch, focused on staying healthy, active and connected in your 'Golden Years', talks by local experts, tips for healthy living, advice and support services, refreshments.

4 Matters Arising

Will be covered under points 8 & 9 on the agenda

5 Surgery News

The Surgery is now registered as a 'Safe Surgery' which means that anyone is welcome to join us if they are homeless or have no fixed abode.

Staff updates: We have a new HCA, Juvayriah – pronounced JA-WAR-IA. Her working hours are Monday and Wednesday and has replaced Jo Clarke who left us after being part of our team for 15 years. We wish her all the best.

The Breast Screening Van will be with us until 1st July.

COVID spring boosters – are still available in our mini clinics with our paramedics Gary & Mia

Triage is going well – good feedback – waiting times still much lower

Parking Bays and Visibility still ongoing. We have now successfully have had double yellow lines (no parking) which look great, but we still need to have the parking bays painted.

6. FFT Results- comments

All good feedback – 95.6% positive for March and 97.5% positive for April

7. Pangbourne Volunteers

BH talked to us about needing more volunteers as the Tilehurst/Purley area is growing and they need more drivers.

There are no volunteers in the Whitchurch area and was thought that it was because of the Toll Bridge Charges, however, BH advised that these charges would be re-imbursed to the driver. Before Covid, the volunteers were able to use a pass and BH is hoping to have this reinstated.

KMc suggested leaving leaflets at the Stables and KM took some flyers to distribute in Whitchurch to help.

BH told us that they had completed 800 journeys including 267 to the Boathouse Surgery and 144 to the Royal Berkshire Hospital.

8. Fundraising

ART CAFÉ – KM – 12th July 2025

Volunteers on the day – Kit Marriott, Doreen Hawkins, Sarah Dixon, Kate McMahon, Maria Abrams and Barry Ashdown

Non-PPG members, Averil Lilley (running a book, stationery stall), Nick Bott, Gill Reid, Sarah's husband.

Emphasis on more Cake donations, at least 10 raffle prizes, floats DH, milk KM

If you can donate cakes, please let DH know.

KM is looking for at least 1 more volunteer

It was also mentioned that not a lot of people carry cash anymore and that it would be good if we could acquire a portable card reader so people can use their cards more freely (!)

AC said she had one we could use but will need to check if bank details can be changed first.

Bridge/Card event, 3rd November, 2.00 – 5.00 Afternoon Tea served. £10 per person. This will be hosted by DH. There will be six tables and is looking for volunteers to serve tea.

9. PPG Notice Board - June Kate & Maria, Diabetic Board

Book Display/Patient Voice

SD advised that we need more books, so if anyone has a box full, please give generously! We are asking if they can be brought to the surgery as SD is not able to collect at the moment. Since the last meeting we have raised £54.80 for the book sale which means our total funds are at £260.85. Fund raising is for medical couches or a 24-hour blood pressure machine.

SD told us that she attends Patient Voice Group meeting and asked FW what was going on with the Reading Patient Group. SS advised that this groups meeting is now held at the Civic Centre. They can be attended face to face or via Zoom.

SD also asked the question 'What is the difference between Patient Voice and Health Watch?'

FW answered that Patient Voice is where they discuss what's happening and what needs to be done, and Health Watch take the feedback and actually get things done.

AOB – Information available on the Surgery website.

Cedar Lodge are having an opening day on 30th May @ 4pm in Whitchurch, please let DH know if you would like to attend – **This has now been cancelled**

Further PPG dates:

16th July **17th September** (changed from 24th) **19th November**