

Minutes of a meeting of the PPG held on Tuesday 22nd November 2022 at Thatcham Medical Practice commencing at 7pm and concluded at 7.57pm.

Present	David Weller (Chairman), Linda Lawson (Practice Manager), Caroline Dyer, Jenny Marnock, Dr Pongratz, Jackie Wood (Minute Secretary) Helen Easson (Vice Chairman), Gordon Easson, Rob Tayton, Hilary Weller, Jonathan Wilding, Rosalind Lewis, Alfie Smith, Simon Hollingbery
Apologies	Judith Denny
Next Meeting	Tuesday 24 th January 2023 at 7pm

Item No		Action
1	Welcome	
	The Chairman opened the meeting at 7.00pm and extended a warm welcome to everyone in attendance. He expressed gratitude to the doctors who agreed for the meeting to be held face to face at the surgery. Mr Weller went on to welcome Simon Hollingbery to his first PPG meeting and also Caroline Dyer who will be taking on the role of Practice Manager in December.	
2	Minutes of the last Meeting	
	The minutes of the last meeting held on Tuesday 11 th October 2022, having been circulated, were amended and signed by the Chairman as a correct record.	
3	Matters Arising from the Minutes	
	The surgery has plans to set up blood pressure clinics once flu clinics are completed.	
4	Pharmacies in Thatcham	
	Linda confirmed that she had meet with Boots. She reported that a new manager had been appointed and that prescriptions were again being processed. A new queuing system was being implemented and there were extra staff serving on the counter. Linda reiterated that the practice was in a difficult position as they have no jurisdiction over how Boots operate. Suggestions about using on-line pharmacies were aired by several of the PPG members, most were positive.	
5	Treasurers Report (Current and Fundraising Accounts)	
	David reported that the balances in the Current Account and Fund-Raising Account are £64 and £1790.77, respectively.	
6	Practice Report and Coronavirus Update 22nd November 2022	

Staff update

- GP update: Dr K. Ellis is now on maternity leave. Dr K. Singh started today, he will be covering Dr Ellis patient list, working Tues-Fri.
- Caroline Dyer has been appointed as practice manager and will start her new role next week.
- Linda Lawson has been appointed as strategic director.
- Sarah Edmonds (pharmacy technician) has joined our prescriptions team.
- We will be advertising for duty team practitioners to help see our patients who need to be seen on the day.

Flu and Covid vaccination update

We are holding our last Saturday flu/covid vaccine clinic this Saturday 27th November. We will be holding some midweek clinics in December for patients in 'at risk' groups. To date 96% of patients aged over 65 years have had their flu vaccination, 91% of patients aged over 75 years have had their COVID vaccine. We have had a lower uptake for patients in 'at risk groups' aged 16 to 64 year and 2-3 year old infants are also recommended to have a flu vaccination. We encourage all our patients in 'at risk' groups to book an appointment as soon as possible.

(School aged children in 'at risk groups' are being vaccinated in school.)

Premises – we have submitted a CIL bid to West Berks Council for two new clinical rooms and a group consultation/ patient meeting room on the ground floor.

New telephone system pending installation – no date for this as yet. The new telephone system will allow calls to be recorded, patients will be informed on the welcome message that their call is being recorded.

Enhanced access from 1st October – continue to be open on 2nd and 4th Saturday morning of each month, early morning and later GP/nurse/pharmacist telephone calls.

Plan to hold a large Saturday morning blood pressure clinic and possibly a social prescriber led open event in the new year.

Patients online access will be available for patients nationally to access their medical records from 30th November. We have had a patient request for training on the NHS app. PPG have expressed interest in supporting this.

Abuse – sadly we are experiencing verbal abuse from patients on a regular basis, particularly of late over the pharmacy issues. Verbal abuse is not tolerated and we are writing to patients with a written warning when this occurs. Repeated incidences could lead to the patient being taken off our list.

	A huge thank you to David Weller and all our PPG members for their continued help and support which is very much appreciated by the practice!	
7	External Meetings Reports	
	<p>West Berkshire Community Hospital Patient Panel –</p> <p>Minutes meeting of the meeting held on 15th September 2022 were previously circulated for member’s information. Mr Weller attended the AGM. There was a presentation from Alison Foster, programme director from Building Berkshire Together, who talked about the plans for a new or completely refurbished RBH.</p> <p>West Berkshire Community Hospital – Mr Rob Tayton</p> <p>Rob reported that the MRI project was moving forward slowly. The next planning meeting is due 23rd December 2022. There will need to be a hard standing area for the CT scanners and this is expected to cost in the region of £50,000.</p>	
8	Purchase of Equipment Update	
	A suggestion of a piece of equipment to enable FeNO tests (Fractional exhaled nitric oxide). This will be used during asthma clinics. The price of this starts in the region of £2000. Caroline to investigate other machines.	
9	Patient Panel PPG Focused Event Group - Notes	
	<p>A copy of the notes from the meeting, having been previously circulated, were discussed by the committee. A summary of the discussion as follows</p> <ul style="list-style-type: none"> • Start Newsletter again. • Simon offered contact with NWN. • Simon asked if the PPG have a strategy, this was confirmed. Gordon to send to Simon. • Suggestion to assist those who need help with technology. • Advantages/Disadvantages of Facebook. • David to contact people should there be another meeting. 	
10	Any Other Business	
	<p>Hilary mentioned that some of the low level signage in and around the entrances to the surgery are in poor condition. Linda will look into this. It was mentioned again that the electronic notice board was still difficult to read due to the background colours used.</p> <p>David spoke on behalf of the committee and expressed a sincere and grateful thanks to Linda for all her hard work for and on behalf of the PPG. He went on to say that her help and friendship over the years had been</p>	

	really appreciated. He said that Linda's dedication and professionalism had been invaluable to the PPG and he wished her all the very best, good health and happiness for the future. As Linda is remaining at the practice, David said that she would always be most welcome at PPG meetings.	
10	Date of Next Meeting	
	The next PPG meeting is scheduled to take place on Tuesday 24th January 2023 commencing at 7pm. In thanking everyone for their attendance and contributions made, the Chairman expressed the hope that all would keep safe and well and declared the meeting closed at 7.27pm.	
	SignedDate..... Chairman	