

STRAWBERRY HILL MEDICAL PRACTICE

PPG

Draft Minutes 29th June 2023

at

Strawberry Hill Medical Centre

| Item No | Agenda Item | Details | Action |
|---------|-------------------------|---|----------|
| | Present | Karen Swaffield (KS), Jane Belcher (JB), Joan Blore (JS) Stephen McKinnon (SM), Louisa Gilboy (LG), Maggie Bates (MB) Elizabeth O'Keefe (EO), Jane-Marie Stock (JMS) Dr Imogen Caffrey (IC), Janice Cook (JC), Ros Quinn (RQ) | |
| 1 | Apologies | Hilary Shopland (HS), Mike Fereday (MF) | |
| 2 | Conflict of interest | KS - Healthwatch | |
| 3 | Minutes | The minutes from the March meeting were accepted, signed and will be submitted to the website | MB |
| 4 | Matters Arising | <u>Website</u> - It was agreed that the website for Burdwood Surgery was very acceptable and provided the partners were in agreement LG would initiate the change over. LG to ascertain that there is a login available for Patient Access. <u>Blood tests</u> - Much discussion followed. See update from surgery | LG |
| 5 | Updates from Practice | <u>See attached</u> - Paper from LG which was most informative. The difficulty in arranging blood tests at WBCH was most concerning and letters of concern should be directed to West Berkshire Healthwatch. <u>Pharmacies</u> - there is a general shortage of medicines at the moment. | MB |
| 6 | Support for the surgery | There was a reluctance by some patients to give details of their illness to receptionists. Patients need to be aware that by explaining their problems they can quickly be transferred to the correct medical dept. KS is to detail this in the next Newsletter and all members present were encouraged to help spread the word to patients when they have any personal contact. It was suggested that workshops could be offered to patients requiring help with using the NHS app, the RBH Portal etc. and LG to supply possible Saturday mornings when the surgery could be used. | KS LG |
| 7 | Newsletter | A newsletter to be produced | KS |
| 8 | Matters for Discussion | <u>Telephone messaging</u> - this is used where mobile numbers are known. <u>Web hits</u> - Not known at present time <u>Complaints</u> - Nothing of any note <u>Feedback from Survey</u> - The Patient Panel was very interested and ask if it could be used by others locally. SM was happy to pass on details. <u>Registration for new patients</u> - MB had looked at this form and felt that there should be some indication as to a patients nationality, first language etc. LG to relook at this. | LG |
| 9 | Patient Panel Report | No report | |

| | | | |
|----|---------------------------|--|-----------|
| 10 | PIP | Everything has been removed | |
| 11 | Virtual Group | There are now 62 patients on the Virtual Group | |
| 12 | Web site review. | • Nothing to report as change possible | MB/ LG |
| 13 | Other Matters of Interest | <p>MB thanked the surgery for the donation of expired medical equipment which had already been transported to the Ukraine. Other surgeries in the area are aware of the collections that are being made and have also contributed.</p> <p>Socks to covered the dressings on wounded soldiers legs are being knitted and sent over to the Ukraine.</p> <p>As there are two vacancies on the committee MB to contact the Virtual Group to hopefully recruit being particularly mindful of age and ethnicity.</p> | MB |

CHANGES TO FUTURE MEETING DATES

9th October 2023 - at 5.15pm

10th January 2024 -at 5.15pm to consider AGM

February 2024 - AGM

