

**STRAWBERRY HILL MEDICAL PRACTICE**

**PPG**

**Draft Minutes 4th October 2023**

**at**

**Strawberry Hill Medical Centre**

Item No	Agenda Item	Details	Action
	Present	Karen Swaffield (KS), Jane Belcher (JB), Louisa Walker (LW), Maggie Bates (MB) Elizabeth O'Keefe (EO), Jane-Marie Stock (JMS) Dr Imogen Caffrey (IC), Janice Cook (JC), Ros Quinn (RQ)	
1	Apologies	Joan Blore (JS), Mike Fereday (MF), Not present - Hilary Shopland (HS)	
2	Conflict of interest	No Change	
3	Minutes	The minutes from the June meeting were accepted, signed and will be submitted to the website	MB
4	Matters Arising	<b><u>Change of Website</u></b> - It will be discussed at the next Partner's meeting. <b><u>Blood tests</u></b> - Much discussion followed. (See update from surgery). JC had received a reply to her letter to Healthwatch regarding the situation with blood tests which was not very helpful	LW
5	Blood tests	<b><u>See attached</u></b> - Paper from LW which was most informative. <b><u>Blood tests</u></b> The difficulty in arranging blood tests at WBCH was most concerning and letters of concern should be directed to West Berkshire Healthwatch. General blood tests are not available at SHMC as there is not an available clinical room, but where possible this is included in the annual Diabetic review. <b><u>Pharmacies</u></b> - there is a general shortage of medicines at the moment and staff shortages which BOB is addressing.	MB
6	Support for the surgery	None required at the moment	
7	Newsletter	A newsletter to be produced. IC to provide some information for KS for inclusion.	KS
8	Matters for Discussion	<b><u>Telephone messaging</u></b> - this is used where mobile numbers are known. <b><u>Complaints</u></b> - Nothing of any note. Complaints are usually concerning communication and it is hoped this will become less of a problem as patients become more aware of changes. Complaints procedure is on the website and the procedure was explained. <b><u>Registration for new patients</u></b> - There is now a new National Registration form which answers questions raised at the last meeting. Patients will need to indicate their first language. A new form is required for registering interest in the PPG <b><u>AGM</u></b> - To take place in February but will depend upon the availability of the Speaker - KS to contact possible speaker to ascertain availability <b><u>Royal Mail</u></b> - Delays in deliveries are causing patients to miss hospital appointments. Discussions are taking place	LW KS MB  KS
9	Patient Panel Report	No report	

10	PIP	Everything has now been removed	
11	Virtual Group	There are now 92 patients on the Virtual Group. Emails are sent out in three separate groups but many are returned as undeliverable. Two emails have been sent inviting patients, particularly in the younger age groups, who maybe interested in joining the PPG Committee. To date there have been no volunteers	
12	Web site review.	Nothing to report as change possible	
13	Other Matters of Interest	<p>The AGM will be advertised as soon as a Speaker is arranged and new members for the PPG must be encouraged to volunteer.</p> <p>It should be noted that when a patient has been referred to a Dental Consultant by a dentist, the consultant's letters are not sent to the GP even when there is an underlying medical complication.</p> <p>It should be noted that a pink prescription sheet will only be dispensed by the hospital pharmacy and a green sheet will not be dispensed by them.</p>	MB

### **Future meetings**

**10th January 2024 - at 5.15pm to consider AGM**

**February 2024 - AGM**

