

Draft minutes of PPG meeting 10th January 2024

at Strawberry Hill Medical Centre

Present

Karen Swaffield (KS) Louisa Walker (LW) Maggie Bates (MB) Ros Quinn (RQ) Mike Fereday (MF) Joan Blore (JB) Jane-Marie Stock (JMS) Jane Belcher (JaB) Dr Imogen Caffrey (IC)

1. **Apologies** - Janice Cook (JC), Elizabeth O’Keefe (EO)

2. **Conflict of interest** - No change

3. Minutes

The minutes from the meeting on October 4th 2023 were accepted, signed and will be submitted to the website. **(MB)**

4. Matters arising

a) Website

This will be discussed and a new website provider will be agreed upon by LW and all the partners at a strategy meeting to be held at the end of January 2024.

b) Blood tests

West Berkshire Community Hospital has now caught up with the backlog by offering longer hours including early evening and Saturday appointments.

c) Registration

New patients living within the surgery boundary can register via the App or on the SHMC website. There are 2 new Associate Physicians as well as 2 new GP’s allowing for greater availability for patient consultations. New patients are being expected to register with SHMC from the new housing developments at Donnington Heights and Shaw Valley. To encourage early registration to the surgery LW has printed leaflets for the new residents and it was felt that the Newsletter could be delivered at the same time. (MF and KS offered to distribute this information)

d) Pharmacies

LW reported that the Day Lewis Pharmacy, next to SHMC, now has a new Chief Pharmacist in place.

Boots in the town and the retail park were not as busy with such long queues (member experience).

IC explained how software that GP’s use, called ‘ScriptSwitch,’ worked. This is a way of finding cheaper brands of the same medications being prescribed for patients. The savings can be quite substantial.

KS requested that IC explain this in the newsletter for wider general information for patients of SHMC.

IC went on to highlight the difficulties in obtaining certain meds that consultants are requesting for patients and that regular meetings between GPs and consultants would be helpful. It was suggested that this could be included as a question for our chief executive Steve McManus at our AGM.

IC informed us that from 1st Feb 2024, Pharmacists will be able to prescribe some meds, for adults, for 7 minor issues –

- sinusitis
- sore throat
- earache
- infected insect bite
- impetigo
- shingles
- uncomplicated urinary tract infections in women

The process is that the surgery will book patients in to see the pharmacist for a consultation. The pharmacists have a protocol to follow for this service

**To clarify, this is different from the role of the Clinical Pharmacists based at SHMC who can:

- check the meds of patients being discharged from hospital
- review and prescribe meds for hypertension
- review and prescribe meds (Structured Medication Reviews, SMR) for residents of nursing homes
- Some Clinical Pharmacists have specialisms such as Olga, based at SHMC, who is an HRT specialist

It was noted by LW that more patients are using the App to request repeat prescriptions and that this can still be done via the website.

e) Royal Mail

It was noted that this can still be a problem for some patients without alternative ways of communication e.g. mobile phones or email.

5. Update from the Surgery (LW)

The Mental Health Practitioner (MHP) has left the surgery and a replacement is being sought. They worked at SHMC 4 days per week. This role has proved invaluable for SHMC and patients needing this service as a first line of support. The patients are seen quickly and are assessed to be seen by the MHP (2 appointments) or sent on via a referral to a new service (6 appointments). A summary of the appointment is sent to the GP.

Staffing at SHMC is stable.

More patients are currently suffering respiratory problems. The surgery is dealing with this by one doctor offering an extra session and all doctors taking on some extra patients.

Staff absences. These have been managed really well. The surgery has only once had to use the service offered by BOB if there have been too many absences for the surgery to manage.

Information has been printed for registering as a new patient

(see 4. Matters arising, c) Registration)

6. Surgery Workshop Saturday 10th February 9am – 12 noon

LW is sending information via texts to patients who have mobile phones but who do not use online access yet. Healthwatch and Laura Farris, MP for Newbury, are also able to give out this information.

PPG volunteers to arrive at the surgery at 8a.m. to help set up. PPG members could talk to attendees about our role and encourage new members to come along and nominate themselves to join the committee or join the Virtual group.

7. Newsletter

KS was interested in finding out how many ‘hits’ the Newsletter has had. (MB to enquire.

Much discussion and ideas ensued on how best to distribute the current Newsletter:

- Distribute with new registration information to new housing developments (KS and MF)
- Have some available on the Reception desk and for the Workshop on Feb 10th (LW)
- Publish on the website (MB)

IC was asked to write about ‘ScriptSwitch’ for the next Newsletter.

For future Newsletter publications:

- Apply for budget for extra printing for wider distribution through BOB or Modern General Practice budget (one off payment, LW)
- Use the TV screen in the waiting room – perhaps advertise it on there and explain where to see a copy

8. Matters for discussion

- a) MB informed us that the NHS app requires an email address for each individual wishing to use it. Joint emails were not accepted.
- b) The AGM was confirmed for the 21st February at 7p.m. at SHMC. The speaker will be Steve McManus, CEO of Royal Berkshire Hospital NHS Foundation Trust. He will be asked to give us an update on the RBH and its future.

9. Patient Panel Report - No report.

10. Virtual List

MB reported that there were 120 members on the virtual list. Sabrina from the surgery was sending registration forms to enable MB to contact them.

11. Other matters of interest

a) Primary Care Strategy Webinar via Zoom 18th January, 5-6p.m.

MB re-sent this invitation as well as the Minutes of the Patient Panel AGM to the group 11.01.24

These are the joining details:

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 359 342 771 782

Passcode: 7qb8Ne

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

+44 20 3321 5208,,754486925# United Kingdom, London

Phone Conference ID: 754 486 925#

[Find a local number](#) | [Reset PIN](#)

- b) PPG committee discussed ideas for recruiting members from different demographics. It was suggested that:
- members of the PPG group could attend groups held by SHMC and give information on the PPG and use the opportunity to gauge what topics of interest they might like to have discussed at the PPG meetings
 - attendance at the Volunteer Fair held at the Corn Exchange
 - KS and MF to engage in conversations with would-be new patients whilst dropping off leaflets
 - PPG members to engage in conversations with other known patients to publicise the group and encourage membership
- c) AGM, 21st February, 7p.m. at SHMC
Nomination forms to be completed when they are available. There are 12 patient member spaces on the committee and 2 staff spaces.

Future Dates - 28th February 2024 - Inaugural meeting of PPG for 2024/25
15th May 2024