



**Strawberry Hill Medical Centre (SHMC)
Patient Participation Group
Draft Minutes of the Meeting held
at Strawberry Hill Medical Centre
on 5pm on 28th February 2024**

Item number	Agenda	Details	Action
	Present	Louisa Walker (LW) Maggie Bates (MB) Jane Belcher (JB) Dr Imogen Caffrey (IC) Janice Cook (JC) David Stock (DS) Jane-Marie Stock (JS) Ros Quinn (RQ) Joan Blore (JoB) Mike Fereday (MF) Elizabeth O’Keeffe (EO) Ramesh Kommi (RK)	
1	Apologies for absence	Karen Swaffield (KS)	
2	Voting and introduction of committee members	Mike Fereday, vice chair, chaired the meeting. All self-nominated members were invited to the meeting and accepted onto the organising committee. Everyone introduced themselves. The following appointments were made for 2024-25: Karen Swaffield – chair Mike Fereday – vice-chair Maggie Bates and Jane-Marie Stock joint secretary	
3	Conflict of interests	None	
4	Minutes of the last meeting	The minutes for the last meeting were accepted and signed by MF. MB thanked JMS for taking the minutes and writing them up.	
5	Matters arising	i) AGM MB expressed her disappointment in the very low turnout for the AGM, especially after the amount of advertising for it done by LW. A discussion followed as to how more advertising could be done for next year: <ul style="list-style-type: none"> • Posters at the chemists/pharmacies/hospital • NWN/Newbury Today • Message on the phone message when people ring in to surgery • Blanket email – this may be available in the future • Newsletters at the Patient Information Point (PIP) at West Berkshire Community Hospital (WBCH) ii)Mental Health Practitioner (MHP) replacement The practice will be interviewing one candidate next Thursday, 7 th March. MHP’s can do specific training at graduate or post graduate level.	

6	Further updates from the practice (LW, IC)	<p>i)New website</p> <ul style="list-style-type: none"> • LW informed us that the draft of the new website will be ready in 5 working weeks. The contract with the previous website provider, Silicon, finishes at the end of April. LW has requested that the PPG section is made much clearer on the new website. • No staff changes reported. • Work is ongoing on the Care Navigation System. The aim is that everyone in the practice will have access to information on when and with whom patients need to be seen. • MF asked about Pharmacy First and how this was working since the launch on 31st January, 2024. LW told us patients can be referred via the surgery or they can go directly to the pharmacy to have a consultation with the pharmacist. <p>EO raised a concern over how pharmacies will cope with this as there are now so few pharmacies/pharmacists in town and there are always queues simply to have prescriptions filled. New pharmacies trying to set up business in the town centre seem to be being met with resistance. LW told us that in the future pharmacists will be able to give out prescriptions without getting them signed off by the lead pharmacist, therefore allowing the latter to have time for consultations. LW informed us that the practice knows how many patients the Day Lewis pharmacy (next to SHMC) can manage and will refer patients within that capacity. There was some discussion about whether pharmacists would have the ability to diagnose conditions. Comparisons were made to European countries where such medications as anti-biotics and inhalers could be obtained from pharmacists 'over the counter'. EO asked whether pharmacists would be able to access a patient's summary care record, LW said yes they could with permission from a doctor or via the patient's NHS app.</p> <p>For further information on Pharmacy First: https://healthmedia.blog.gov.uk/2024/02/01/pharmacy-first-what-you-need-to-know/</p>	
7	What support, if any, can be offered to the surgery	<p>MF suggested a workshop to explain the roles of the different staff members would be useful. IC explained that this would be costly on staffing and suggested we use the TV screens in the waiting rooms to pass on this information.</p> <p>LW suggested another NHS app workshop in the autumn as she knows someone from BOB (short for Buckinghamshire, Oxfordshire and Berkshire West (BOB), Integrated Care System) who would be willing to come and lead it. The workshop in February was very successful, 46 people attended and some of this number have helped family and neighbours to use it.</p> <p>IC talked about the difference in costs between branded and unbranded medications. JMS asked how the PPG could help with this and the only suggestions were to talk about it to others in conversations and when requesting medications, use the generic name rather than asking for a particular brand.</p> <p>IC told us that the NHS are number 4 on the 'green hit list' ie. green and sustainability issues really need to be worked on. JMS explained how difficult it can be to recycle for example, empty tablet blister packs as where</p>	

		they can be recycled keeps changing. It would be good to be able to recycle things like inhalers, etc. Other ideas for promoting information: Market stall or a stand outside the town hall.	
8	Patient Panel Report (MF)	Hampshire's new hospitals were discussed. He told the committee that he learned that if a patient had a heart attack they would be taken to Basingstoke, whilst if they had a stroke they would be taken to Southampton. MF told the panel about SHMC's successful NHS app workshop. He said that the practice in Lambourn wanted to contact LW about how the workshop was run. LW reported that the practice in Thatcham had also approached her about it.	
9	Website review	As previously reported, this is being built and will be ready in draft form in 5 weeks.	
10	AOB	i)JB reported that the SHMC booklet which can be picked up at the PIP at WBCH needs to have the email address corrected. ii)JC told the committee she felt that the surgery was getting better and better. The general feeling from the committee supported this view. LW thanked everyone and said she would feed this back to the practice. iii)EO asked about the system for emergency prescriptions. IC said that verbal requests for medications were not allowed. Repeat prescriptions can be requested via the SHMC website or the NHS app. She added that Physician Associates (PA) cannot prescribe, although legislation will change on this. The PA can alert the doctor for prescriptions to be written. LW informed us that you do not have to nominate a specific pharmacy; the prescription can be assigned to 'Any pharmacy' which then allows the patient to use a barcode, through the app, at any pharmacy around the country. Please note that a doctor still needs to sign the repeat prescription off.	LW LW
11	Dates of the next two PPG organising committee meetings	Wednesday 15 th May 2024, 5.15pm at SHMC Wednesday 21 st August 2024 5.15 pm at SHMC The meeting closed at 6pm	