

Patient Participation Group

Thattham Medical
Practice

Minutes of a meeting of the PPG held on Tuesday 8th August 2023 commencing at 7pm and concluded at 7.53pm.

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| Present | David Weller (Chairman), Caroline Dyer (Practice Manager), Jenny Marnock, , Dr H Veldtman, Jackie Wood (Minute Secretary) Helen Easson (Vice Chairman), Gordon Easson, Rob Tayton, Hilary Weller, Helen Atkins, Elizabeth Hunt, Emma Batton |
| Apologies | Simon Hollingbery, Jonathan Wilding, Chris Paice, Judith Denny |
| Next Meeting | Tuesday 10 th October 2023 at 7pm |

| Item No | | Action |
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| 1 | Welcome | |
| | The Chairman opened the meeting at 7.00pm and extended a warm welcome everyone in attendance. | |
| 2 | Minutes of the last Meeting | |
| | The minutes of the last meeting held on Tuesday 16 th May 2023, having been circulated, were taken as read and signed by the Chairman as a correct record. | |
| 3 | Matters Arising from the Minutes | |
| | None. | |
| 4 | Presentation to PPG – Rebecca Dixon Physicians Associate at the Practice. | |
| | Helen Atkins provided the meeting with an overview of her role as, Chief Radiologist, West Berkshire Community Hospital and on the exciting new developments in Radiology since the hospital was awarded early adopter CDC status. Mr. Weller thanked Rebecca for her informative presentation. | |
| 5 | Approval for Christmas Raffle 2023 | |
| | It was agreed that tickets would be sold at flu clinics again this year. The practice have offered to pay for the printing and David will apply for a WWB license. | |
| 6 | Pharmacies in Thattham - Update | |
| | Things are little more settled in Thattham. Lloyds Pharmacy is now called Halo | |
| 7 | Fundraising Account Update | |
| | David reported that the fundraising account has a balance of £675. He went on to say that sadly Age Concern Thattham would be closing due to ill health of the trustees and nobody to take their place. As a result, a meeting was held whereby it was agreed that a donation of £5000 would be made to Thattham Medical Practice PPG. | |
| 8 | Treasurers Report (Current Account) | |
| | David reported that the balance in the Current Account is £64 | |
| 9 | Practice Report and Coronavirus Update 8th August 2023 Caroline Dyer | |
| | Dr Rudgley update. Dr Rudgley is making great progress; he is working hard on his physio and rehab and his speech is pretty much back to normal. Sadly, he has made the decision to resign and will be retiring in January. There are still many decisions to be made regarding the best way to manage this on many levels. We are lucky enough to | |

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| | <p>have 2 salaried GP's who have offered to increase their hours on a trial basis and so this will all be reviewed in the spring.</p> <p>New registrars x 3</p> <p>The 2nd phase of our duty team roll out coincides nicely with our change in appointment system. The system has been changed in a few ways.</p> <p>1, The patients can now call up at 8 am and get an on the day triage appointment, we have many more of these than previously. They will speak to either a GP, ANP Paramedic or PA. The clinician will then either, manage them over the phone maybe with the aid of photos or video call, or bring them in that day to be seen, or make an appointment to be seen at an appropriate time.</p> <p>2, We have also incorporated a segmentation system into our appointment system. Patients have been categorised into 12 groups which have then been labelled red, amber, or green. When a patient calls for an appointment and when the care called back by a member of the duty team, it is clear which category they fall into, It gives us another idea of whether the patient should be seen on the day or may be able to wait and see how their condition progresses and gives us an idea of whether a patient is suitable to be signposted to another service provider.</p> <p>3, When a patient calls up, they will be asked if they require care on that day or whether they would like to book a routine appointment. Ideally those who want a routine app with their own GP will wait until after 11 to call. We now have more appointment to book routine conditions in that can be booked within 2 weeks and a few that are saved to be booked in 6 weeks for follow ups. It is more likely that you will get to see your own GP for chronic conditions.</p> <p>4, Our methods of communication will be changing slightly. We are planning to streamline all our methods of communication so that they all give the same 4 -5 bullets of information throughout a month, and then we change it for the following month. The telephone lines, the tv the website will be continually updated with seasonally relevant information.</p> <p>5, We have a contact who works for BOB ICB who is keen on getting advice to our patients on how to us the internet / website to book appointments and the helping with the use of the NHS app. She is happy to come to surgeries to help the patients use the technology. Any interest in being involved in that?</p> | |
| 10 | Future Presentations to the PPG | |
| | <ul style="list-style-type: none"> • Tuesday 10th October 2023 Karen Reeve, Lead Coordinator/Volunteer for Asylum Seekers • Tuesday 28th November 2023 Kirsty Bowden, Sport in Mind Development Officer West Berkshire. | |
| 11 | External Meetings Reports | |
| | <p>West Berkshire Community Hospital Patient Panel</p> <p>Minutes from the meeting held Thursday 12th June 2023 together with the focused meeting on Thursday 29th June have yet to be circulated.</p> <p>West Berkshire Community Hospital</p> <p>Rob reported that it might be necessary to replace the cladding, which could cost up to £800,000.</p> <p>PIP AGM</p> <p>David and Hilary attended this. There was an interesting presentation on Talking Therapies. David has a copy of the PowerPoint should anyone be interested.</p> | |

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| 12 | Any Other Business | |
| | <p>Dr Veldtman talked about 'Know your numbers Week 2023' an initiative to encourage people to have their blood pressure taken. It was discussed whether this could be something that could be run alongside the flu clinics. It was suggested that PPG members could assist patients in taking their own blood pressure. When flu clinic dates have been confirmed they will be circulated.</p> <p>Gordon asked whether it would be possible to use a card reader to pay for raffle tickets. Caroline said she would investigate this.</p> | |
| 13 | Date of Next Meeting | |
| | <p>The next PPG meeting is scheduled to take place on Tuesday 10th October 2023 commencing at 7pm.</p> <p>The chairman thanked everyone for their attendance and contributions made and declared the meeting closed at 7.53pm.</p> | |
| | <p>SignedDate.....</p> <p>Chairman</p> | |
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