

Falkland PPG Committee Minutes for meeting 04.09.2023

Present:

Adrian Barker (Chair) **AB**
Bettine Bly (Treasurer) **BB**
Diana Mudge-Davies (Secretary) **DMD**
Peter Davis **PD**
Adrian Edwards **AE**
Mark Betkowski (Practice Manager) **MB**

Meeting commenced at 14:30

Apologies:

John Curtis and Phil Barnett

Matters from Previous Meeting held on 26.06.2023

The minutes of the previous meeting were approved.

There was further discussion regarding recent national and local surveys on practice performance

Surgery Initiatives and Development:

PD distributed copies of 'A Day In the Life of a Busy GP Surgery', which was an interesting and informative account of his time spent 'behind the scenes' at The Falkland Practice. He was intending to submit it to the Newbury Weekly News for publication. **ACTION:** It will be featured in the next newsletter and The Wash Commoner.

BB suggested submitting it to Newbury today for publication, which met with agreement from the rest.

PD suggested the possibility of attaching staff photos to add interest, but **MB** said this had been discussed previously and not all staff were found to be in favour the idea.

The Park Run was successful, albeit wet due to the inclement weather. **AB** didn't have a chance to distribute any leaflets owing to where he was positioned at various points on the course.

BB thanked **MB** for sorting out the problem of invoices mistakenly being sent out to a previous Treasurer.

BB also brought up the question of whether the surgery is in need of a wheelchair, as funds would be available to purchase one. **MB** confirmed that they already have one, but a second would be welcomed and could be designated as having been provided with PPG funds. **ACTION:** **BB** will look for a supplier.

BB, PD & DMD all stated that they had not received any follow-up contact regarding dates for 'flu vaccinations, despite receiving messages that they would be contacted again in August. **MB** said we should have received these. He also said that there would be an in-house meeting on 7th September on how to move forward regarding Covid vaccinations.

MB said it would be fine to distribute PPG fliers at the 'flu vaccination event at the Rugby Club from 23rd to 30th September. PPG helpers would have to position themselves outside or in the hallway as there will be very little space in the main room, as there may be as many as 8 vaccinators plus patients. **BB, DMD** and **AB** have agreed to help.

Surgery Updates:

MB says they are 'still hiring' PSAs, but clinically they are fine in terms of staffing. Sometimes there are only two PSAs answering the phones.

Financial Report: **BB** confirmed that the financial report for 5th April 2030 was submitted to Karen on 14th August 2023 and needs to be registered in October.

The PPG account currently stands at £799.34. There has been no fund-raising or relevant correspondence since the last meeting.

DMD has offered to look into events that may be suitable for fund-raising in the future. **PD** suggested the Michaelmas Fair, Beer Festival, music events and contacting the Town Centre Manager for further help. **ACTION:** **DMD** has agreed to do this and will keep the Committee informed.

Patient Feedback:

No feedback on nhs.uk or Google since the last meeting.

Friend & Family feedback was generally good.

Links to the national GP Patient Survey had been previously circulated and it was noted that:

- GP access is still a big issue
- Because of the sample size, there is a large % margin of error (about 20 percentage points).
- There are more people accessing online at Falkland compared to Burdwood and Thatcham.

MB felt some results may be skewed because of the length of the questionnaire.

AB reminded the Committee that Healthwatch West Berkshire is another means for patients to share their experience of the health and social care services. They are based at Broadway House in Newbury. They are undertaking a project on GP access across West Berkshire, Reading and Wokingham focussing on helping patients understand the new arrangements.

AOB:

AB mentioned the possibility of handing over the Chair. No offers were forthcoming at the meeting.

AB suggested that the Sub-Committee initiative be put on a 'back burner' for now as it doesn't seem to be working out.

There is still 1 vacancy on the Committee **ACTION:** to be mentioned at AGM.

AGM: To be held on 13th November 2023 at 7pm.

MB confirmed that Kim, Social Prescriber, will be giving a talk at the AGM. He also confirmed that a GP would be able to attend.

BB suggested a 'Save-the-Date' poster to advertise the meeting. It was also pointed out that free advertising could be accessed in The Newbury Weekly News and The Wash Commoner (courtesy of Linda Ling).

There will be a raffle.

PD raised the issue of the surgery car park being used by non-attenders, possibly parents collecting children from school. **MB** said this would be difficult to enforce, especially as the car park is also used by pharmacy customers.

AE asked if the wearing of face masks should be advised, but this is not indicated at the current time.

Falkland Grange are holding an awards celebration on Friday 15th September. It is by invitation only and they have very kindly included the PPG Committee. **DMD** will be attending.

Meeting closed