

MINUTES FOR THE ANNUAL GENERAL MEETING OF THE SONNING COMMON HEALTH CENTRE PATIENT PARTICIPATION GROUP

1st NOVEMBER 2031 VIA ZOOM AT 17.30

1 Apologies - none

2 Welcome and Introduction by Chair.

Vicky Mynott welcomed everyone and introduced Dr Kim Emerson - senior partner, Sue Abbott IT and Facilities Manager, and introduced the PPG members - David Whitehead, Marlena O'Donnell, Margaret Woodward and Jeni Wood.

Last year's AGM was on 25th October the PPG achieved aims set out then.

Vicky thanked the surgery on behalf of the patients for their dedication to the continued provision of excellent care whilst doing their best to maintain the safety of the patients and staff of the Health Centre. She then thanked staff and volunteers involved in providing the continued Covid vaccination program through last winter and which started again in September, she noted the time and effort involved in organising it is huge, and the service provided is really appreciated by the community.

3 Review of last year at SCHC and challenges faced, plans ahead by Dr Kim Emerson.

Kim thanked the PPG for their work, PPG from other surgeries work in lots of different ways but although the group is small they are working well and the feedback provided helps to give a balanced opinion back to the Health Centre (HC). Ralph has attended all PGG meetings and kept the group up to date over the year.

Covid clinic was a dilemma as the government changed the dates, but the HC managed to provide 90% of all vaccines to the over 65 age group. Less in the under 65s but they are continuing to work on this. A total of 2642 vaccines have been provided by the HC. Nursing homes are the priority but due to cost, impact on staff, and service disruption providing the vaccines may be taken away from them in the future. Thanks to the volunteers who have helped with the service.

Staff changes - people leaving to retire or move to new jobs but recruitment has been successful and planning transfer of roles is going well. There is an increase in the size of the organisation. Two new Drs have been recruited with a view to becoming partners. Sue Abbott and Andrea Tsoi are both leaving. There are two new roles; Operations Manager and Operations Administrator. The new Operations Manager role is 30 hours a week and Andrea McFarlane is joining as Operations Manager and starts in early January. A new Operations Administrator has been successfully recruited internally.

BOB (Berkshire, Oxfordshire and Buckinghamshire) have implemented a compulsory training day 4 times a year. Initially training will focus on wellbeing but hoping to have some larger networking training events in the future.

PCN contract is due to finish in April and the HC were worried about funding for the "ARRS" - additional roles reimbursement schemes; (pharmacists, social prescribers, first contact physios) but the contract has been extended for a further year which will mean continued support to the GP's from the other practitioners and aid opportunities and patient care.

There is an increased demand on local NHS services nationally and the practice would like the PPG input on how to manage that going forward especially due to Covid and the change in the way patients access health care. With longer NHS waiting times and therefore a higher GP load, with management of patients while they await hospital care. At the moment, the availability of face to face and phone appointments seems to be working well. There have been a couple of occasions where the urgent care required at the HC has become unsafe so urgent cases have had to be referred to 111. This has been rare and hopefully this isn't going to happen again but on very busy days it may be required.

With two new GPs there are more Dr appointments. It was stated by the accountants recently that the ratio of Drs to patients is 1:1269 whereas in most practices is 1: 2000+. Employing more Drs has meant the practice takes a hit financially, but the aim is disease prevention and health promotion.

There is an increased push of NHS work to general practice and although it doesn't feel comfortable the GPs have to push back a little to maintain safety.

There is ongoing staff sickness related to Covid. They had an external talk who said that the ripples from the pandemic can last up to 10 years. Therefore, the recovery phase is ongoing.

The cost of living pressure for patients and staff. Room space is limited and there are no funds forthcoming for expansion plans. Kim wrote to the local MP to address this and got a nice but standard reply back not addressing the issues raised. College of GPs is pushing estates to be able to support increased workforce and patient demand.

There is a new CQC process starting as of September - not clear of criteria. An inspection could happen at any time so it's important to keep a record of all that the HC are doing to prove it is being done well and to a high standard. The new management team need to come up to speed with CQC information and they are doing all they can to provide a good transfer between old staff and new.

#### 4. PPG activities since last AGM

The PPG have been busy this year again organising health information events. Putting together surveys and finding answers to the many questions raised about the pharmacy.

19th April - Hearty Living by Cardiologist Dr Nico Spyrou

17th May - Understanding Rheumatism and Arthritis by Dr Antoni Chan

28th October - Defibrillator Training . We also managed to raise £147 in donations to the south central ambulance charitable trust.

Vicky has started a subscribers mailing list which means that we can let people on the list know about our upcoming health events and other important information we have to share with patients. This is very new and a work in progress but seems to be very efficient so far.

#### 5. Update about the Day Lewis Pharmacy in the Village - David Whitehead

David reported on our communication with Day Lewis as a PPG member but not a Day Lewis spokesman.

Questions were raised with the PPG about Day Lewis pharmacy and it was arranged Danielle Brennan who is regional support manager, came to our meeting in September.

There was an open conversation with her about the issues that we as users of the service were experiencing and she shared with us challenges she had as an organisation to provide the service. We particularly focused on the problems experienced with time between prescriptions being issued by the surgery and being available for collection and the waiting times within the store.

This all comes down to a shortage of pharmacists, they lost earlier this year their main pharmacist. And there is a national shortage of pharmacists, particularly ones who want to work within the retail sector. They have now filled all vacancies and the service has improved.

The pharmacy is closed on a Saturday afternoon now, it was a decision made by Day Lewis after surveying local use of the pharmacy.

There is now a new dispensing kiosk at the pharmacy. For us to be able to collect Prescriptions 24/7. This will include majority prescriptions but nothing that needs to be kept in a fridge or controlled medication. If you are registered and they have your phone number they will send you a text message when your prescription is ready to collect and you can go to the kiosk to collect it by putting in a pin number and your date of birth. It's in final testing at the moment.

We raised the issue of concern about the pharmacy staying open due to a lot of pharmacies closing nationally and Danielle said they are committed to keeping it open. We also assured Danielle that the pharmacy is a much needed resource in the community and we are delighted with the service they offer us and the people in the shop are great and to thank them for everything they did for the village.

#### 6. Proposed events for forthcoming year

This year the PPG are planning a mental health awareness and Sport in Mind online event at the end of January we are linking this with the Bell Surgery and opening it up to their pts too as sport in mind hold some of their activities in Henley.

Other topics for online health events we are planning for next year are a gut health talk and we are also looking to arrange a stroke information talk too.

Other plans for the PPG -

To continue to support the surgery in our role as the PPG.

To continue to be the patient voice to the surgery and take any points raised by the patients to us to the HC to discuss and give feedback to the patients.

#### 7. Election of Chair and minutes secretary

Vicky proposed to stand as chair and was seconded in her proposal.

#### 8. Election of Committee members

David Whitehead , Margaret Woodward, Marlina O'Donnell, Jeni Wood were all proposed and seconded to stay on as PPG members.

Vicky spoke about recruitment and how we are looking to gain some enthusiastic and active members to the PPG to help us continue the work we do and help to improve our role with the HC. So if anyone who is present would like to learn more about us and discuss whether they might want to join the PPG then please email me and we can discuss further.

#### 9. Any other business

Thanks to Sue Litchfield for the Topic Table and the Health Pages in the SC Magazine - it is such a valuable way to inform patients of health information and HC updates.

Thanks was given to Sue Abbott her role in assisting the PPG was really beneficial for us and massively improved our communication and links with the HC. She will be sorely missed as she is so brilliant, efficient and enthusiastic in everything she does. We wished her well in her new ventures.

David thanked Vicky for being chair, as did Kim.

#### 10. Close