

# Kintbury & Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 13<sup>th</sup> November 2018

at 7.00pm in Kintbury Surgery

- Welcome** PM welcomed all to the meeting. He introduced Amy Tropman as a potential member of the PPG, who lives in Woolton Hill and is training to be a teacher. The photograph of John Tyzack with appreciation from his family was passed round.
- Present:** Dr Howells, Gavin Smith, Peter Mason (Chair), Penny Brookman, Sarah Garland, Chris Turner, Margaret Burgham, Colleen Harvey, Amy Tropman, Rosemary Cahill. PM chaired the meeting
- Apologies:** Claire Leach, Jan Wells, Anne Budd, Betty Taylor, Jean Partridge, Gillian Guy, Tony Garland
1. **Minutes** of the meeting at Woolton Hill on 7<sup>th</sup> August were approved and signed. The Practice had also written to the Tyzack family following John's death.
  2. **Matters Arising**  
**Practice Priorities 2018/19**
    - a) **Missed appointments** . There had been a noticeable reduction in the number of missed appointments following the article in the local magazines which had been picked up by the Newbury Weekly News. Letters are sent to patients with a record of non-attendance and note is taken where dementia is likely to be a factor. Everyone is encouraged to register with Patient Access, so that reminders can be sent by email and mobile phone, and patients so registered are the least likely to miss their booked appointment. The quarter to the end of December will be monitored for comparison.
    - b) **Wellbeing** Heather Emmings has added this to her brief while Dr Manser is on Maternity leave, and will be put in touch with PB to see if progress can be made on setting up a Dementia support group.
    - c) **Automatic doors** The sliding door at Woolton Hill has been welcomed by all. Kintbury's automatic sliding external door was installed on 27<sup>th</sup> October with some unforeseen problems, which were successfully resolved that weekend. The automatic 2-way internal door is yet to be fitted as there was an unexpected structural difficulty to be overcome. Work should be completed in the near future.
  3. **PPG Development Team** In AB's absence RC gave an update on the 'Friends of Kintbury and Woolton Hill GP Practice' and passed round a draft newsletter.
    - The charity has a bank account with the Metro Bank Plc, Newbury branch. A very modest sum of money has been deposited.
    - The submission for registration is ready, now that AB is able to submit evidence of funds.
    - AB is at ease that the Trustees have followed all the procedures that the Charity Commission required.
    - RC with Sue Wren had drafted a PPG Christmas newsletter, which will be emailed to all PPG members for comments. Copies to be available in the surgeries and on the website with projected publication mid-December. RC to investigate sponsorship towards printing costs.
    - Dr West (Chair of the Trustees) had approached HH to discover what projects would be best for which to try obtain funding.
  4. **Staffing**

Dr Newman's and Dr Manser's babies – both boys – have now arrived safely. Dr Newman expects to return to the Practice in January/February and Dr Manser in April/May. Dr Hannah Williamson is moving to Australia in the first week of Jan to work as a GP. Dr Imran Khan (who is known and recommended by Dr Williamson) will be providing cover during January until Dr Newman returns to work. Dr Helen Dace and Dr Maria Hyde will continue to provide cover for Dr Manser's maternity leave.

5. **Patient survey and CCG** has been concerned mainly with the requirement to provide 7 day access for patients 8.00am – 8.00pm. The proposed system has not found favour with either doctors or patients. The local CCG is planning to fulfil this promise by providing access to services between 6:30 pm and 8:00 pm every day in the week and on Saturdays and Sundays. However, these appointments may not be with your usual GP or in your normal practice, but you will be advised of this when booking your appointment. In order to be seen in a different practice, we will need to share relevant personal information and because our practices use different information systems they may not have full access to your medical documentation; if you are unhappy with either of these conditions, we advise booking the next available appointment in your home practice **RC** to liaise with Practice to devise a letter of concern as feedback to West Berks Health Watch.
6. **CCG** No specific report, but item will be on next Agenda.
7. **Patient Panel Meetings AB/BT** no report available. **RC** to ask for Minutes of the recent meeting, which can then be circulated before our next meeting. The PP dates given for 2019 are 7 February, 2 May, (AGM), 5 September and 9 December. *(see date of next meeting below).*
8. **Members' Reports**

**JW (Neighbourcare) Diabetic Eye Screening** This national annual requirement, beyond the control of the Practice, is no longer delivered in surgeries and patients may be directed to Hungerford or WBCH. Patients can ask for their appointment to be made for their nearer location. Take up this year will be monitored to see if the changes have impacted on the numbers failing to attend for this very important eye test.

**CT Health Visitor** services. These are now generally provided in community centres and Kintbury uses the Coronation Hall. However, at Woolton Hill, the Health Visitor holds a drop in clinic every 3<sup>rd</sup> Tues of the month at the surgery – Patients can contact the surgery for details.

**PB Pill Time** is a private company offering an alternative package which is easier to use than a Dossette Box as provided by the High Street pharmacies.. Dr Howells highlighted a number of concerns with some of the online dispensing companies and also explained that online and community pharmacies potentially pose a threat to the viability of the dispensing facilities in GP surgeries. Boots to be asked to consider a change of packaging. **RC**

**MB Newbury Cancer Trust** palliative day care is giving a great deal of confidence to at least one of our patients.

**Breast screening** is readily available at WBCH and on request for over 75s.

**Eye Casualty** Now only 4 centres in the CCG, with Reading the nearest. There have been long delays and wrongly-cancelled appointments leading to yet longer delays for treatment– This is indeed an issue that patients could bring to the attention of WBHW. **RC**

**Town Hall meeting 20 Feb 11.00 – 1.00.** Chair and one other participant recommended. **PM** and **RC** to attend. The Meeting is to consider proposals for Integrated Care Systems as part on the NHS Transformation programme. (An Integrated Care System (**ICS**) is one in which local **NHS** organisations (both commissioners and providers), often in partnership with local authorities, choose to take on clear collective responsibility for resources and population health, providing joined up, better coordinated care). **GS** to establish at which town Hall the event is due to be held at.
9. **Date of next meeting Tuesday 12<sup>th</sup> February 2019 at Woolton Hill\_**

## **Woolton Hill Patient Participation Group**

### **Summary of November meeting**

The PPG holds regular quarterly meetings with the Surgery Staff to discuss new ideas or concerns raised regarding the surgery or the NHS in general.

- 1. Practice Priorities for 2018/2019** update (*Item 2a,b*)
- 2. Friends of Kintbury and Woolton Hill GP Practice** (*Item 3*)
- 3. Staffing during Maternity leaves** (*Item 4*)
- 4. Patient survey - Extended hours**

**Date of next meeting 12<sup>th</sup> February 2019**

## Item 7 – Patient Panel Meetings

Rosemary, I am inclined to agree with your idea of moving our next meeting to the 12<sup>th</sup> Feb if Anne is able to attend the PP meeting on the 7<sup>th</sup> Feb. I think it is worth asking members if a change of dates would be an issue.

## Item 8 – Members' reports

Pilltime – Private company offering a postal dispensing service. Patients can opt to have their prescriptions from the company in much the same way as they can from the High Street pharmacies. The company provide easier to open Dosette Boxes (medications are contained in individual compartments identified by day and time to make it easier for patients to remember when medications are due to be taken) than currently provided by High Street pharmacies such as Boots. Might be worthwhile contacting the High Street pharmacies to point this out and ask if they could change their packaging. Dr Howells highlighted a number of concerns with some of the online dispensing companies and also explained that online and community pharmacies potentially pose a threat to the viability of the dispensing facilities in GP surgeries.

Eye casualty – This is indeed an issue that patients could bring to the attention of WBHW.

Town Hall meeting – Meeting to consider proposals for Integrated Care Systems as part on the NHS Transformation programme. (An Integrated Care System (**ICS**) is one in which local **NHS** organisations (both commissioners and providers), often in partnership with local authorities, choose to take on clear collective responsibility for resources and population health, providing joined up, better coordinated care). GS to establish at which town Hall the event is due to be held at.

**5.**