

Kintbury & Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 4th August 2020

at 7.00pm on Teams

Welcome	PM welcomed all who had been able to log in for the meeting. He was sad to report that Margaret Burgham and Colleen Harvey had decided to retire after many years of service. RC to write with the group's grateful thanks for their valuable contributions and knowledge of many local points of contact.
Present:	Peter Mason (Chair), Dr Heather Howells, Gavin Smith, John Willmott, Chris Turner, Jan Wells, Sarah Garland, Amy Tropman, Anne Budd (could hear but unable to unmute) Rosemary Cahill (Sec). <i>Unable to log in:</i> Betty Taylor, Gillian Guy, Penny Brookman
Apologies:	Margaret Burgham, Colleen Harvey, Elaine Brichard, Tony Garland. <i>No contact from</i> Claire Leach and Jean Partridge (Sec to follow up)..

1. **Minutes** of the meeting at Woolton Hill on 4th February 2020 were approved and would be taken for signature by Peter Mason. The Agenda was referenced from those Minutes
2. **Social Prescribing - Becky Neeves (PCN Social Prescriber)** is shared with Hungerford and Lambourn. The Practice is looking to increase the number of patients referred to Becky. SG to investigate if this could be done via Neighbourcare Community Support Network. **NB.** Only GPs are able to refer patients to Becky but if SG identifies anyone who she thinks might need support from Becky then she can, with the individual's permission, contact the surgery to pass on details.
3. **Extended Hours provision.** The requirement to provide access to a GP outside of normal opening hours from Monday to Thursday and on Saturday mornings is currently being met by K&WH and Hungerford Practices. Both practices provide evening surgery sessions on 2 evenings each week and K&WH provide clinics on 3 out of 4 Saturdays with Hungerford covering the other Saturday during the 4 week period. In addition K&WH are providing a Phlebotomy clinic every other Saturday (alternating between the two surgery sites). K&WH are also providing a number of Nurse led evening surgery sessions each month at WH. Those surgery sessions will include specialist contraception surgeries to enable the Practice to clear backlogs that have built up due to COVID-19. Dr Hobby will be holding a joint injection surgery session, again to clear backlogs caused by COVID-19. It is anticipated that Lambourn surgery will be involved in the provision of extended hours from Sept. This may result in a slight change to the timing of sessions provided by K&WH.
4. **Staffing** Kintbury surgery has re-opened. Receptionists are now working in surgery specific bubbles which should allow the Practice to keep one site open in the event that a member of staff contracts COVID. If such an incident occurs, other members of staff that had been in close contact with that individual would be required to self-isolate in accordance with Track and Trace.

There have been volunteers working in WH while Kintbury was closed, who have given invaluable help especially in the organisation of medication deliveries. 2 new receptionists have been appointed at WH and are in training. It is anticipated that another receptionist with experience of working in a local GP surgery, will join the Practice in September. Dr Adetifa came back in June to finish her term as Registrar and will be working until the end of August. Dr Gurung who joined the Practice as a Registrar in February will now be staying on for the next year of her training. No member of staff is shielded.
5. **Current appointments** All GP appointments are initially undertaken by telephone or video call (where possible). If the GP subsequently needs to see a patient for a face-to-face consultation arrangements will be made for the patient to attend at a safe time. At present patients will not be able to make pre-bookable appointments with a GP but pre-booking of Nurse appointments is still possible. If specifying a specific doctor, there may be some delay, depending on the doctors' own timetables as they are all working across both surgeries.
6. **Patient Survey** The planned Patient survey has been put on hold awaiting greater stability, but it remains a live issue.

7. **Member Comments and Questions** (*Full names now we have 2 JWs!*)

Anne Budd (email Wed am as unable to unmute) :Friends of Kintbury and Woolton Hill GP Practice'; Trustees Meeting scheduled early spring, cancelled. The lottery is continuing as is, earning about £260 pa for the charity; new leaflets will be ready in promoting the charity from the lottery will be ready in time for autumn.

Chris Turner asked about preparation for a second wave of Covid-19. Dr Howells mentioned that the hot hub at the racecourse had been mothballed. Chris asked about recent NHS statistics that showed a relatively high number of COVID infections in the Kintbury and Boxford locality. Dr Howells explained that these figures were thought to be due to a COVID outbreak at a Care Home in the Boxford area and not to any increase in cases in within the Practice catchment area which continue to remain at a very low level.

Jan Wells was grateful for all the practice had been able to do despite huge pressure. She asked what was in place to improve the giving of flu jabs this year, given the widened cohort of those to whom they will be offered. (also from AB) **HH** expects the first vaccines to be arriving in late September, so starting to be delivered to patients in early October. Large halls were being explored to take all these sessions out of the surgeries with Social Distancing possible. Lists would be targeted with vulnerable over 65s and others similarly placed medically, a high priority.

John Willmott was concerned at emerging spikes and was assured that the tracking data would be watched very carefully through the much closer contact now in place with all the hospitals, especially RBH. He shared the concern of many over the opening of schools.

Sarah Garland said that hospitals were hoping to return to normal levels over the next few months. The opening of Kintbury Surgery has been very helpful. There will be no more deliveries from WH Neighbourcare to patients in Kintbury. Kintbury patients can still contact local support groups if they need help collecting prescriptions. It is anticipated that the formal WH Neighbourcare/Surgery delivery service will be phased out this month but patients will still be able to contact Neighbourcare if they require support. Note needs to be taken of the times and days for collection as shown on the texts confirming that medication is ready. No access will be given at other times.

Amy Tropman expressed the fear of many to go to the surgery itself. She suggested a detailed reminder of all the systems in place in both surgeries to ensure that they were a safe place to visit when needed. This was well understood by the meeting, so PPG personal 'publicity' is important. Neighbourcare CS might be able to put in more details if doing another update. Facebook page suggested for the practice – to be investigated (AB agreed).

Rosemary Cahill reported 'attending' a couple of meetings of the Patient Panel on 'Teams'. The Patient Lay Representative on the CCG is willing to join one of our meetings when there may be more to report.

Gavin Smith (*and RC*) had attended an information evening concerning the plans for a new super-hospital which has been approved by the Government and allocated some funding for it's planning. Councillor Clive Sanders was there putting a strong case for the importance of such plans to include West Berkshire and North West Hampshire and to ensure that public transport would be easily accessible. Basingstoke Hospital is nearing the end of its useful life, but would remain viable for certain aspects of care, leaving the new hospital to be a centre of excellence with possible allocation of research projects. Possible sites for the new Hospital are likely to be announced in the Autumn. The Hospital trust has given a commitment to continue to seek the views of people in North Hampshire and West Berkshire on their plans and they will be holding a series of events over the coming months to publicise the plans. **GS** also expressed the gratitude of the Practice for the fantastic support provided by Neighbourcare and its volunteer drivers, to local businesses that have helped out with PPE and to our patient population for their continuing support during the COVID outbreak.

Date of next meeting Tuesday 10th November on Teams

Copies of these Minutes can be read online at **kintbury&wooltonhillsurgeries.co.uk**