

Kintbury & Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 4th February 2020
at 7.00pm in Woolton Hill surgery

- Welcome** PM welcomed Becky Neeves, Social Prescriber, to the practice
- Present:** Peter Mason (Chair), Heather Howells, Gavin Smith, Jan Wells, John Willmott, Chris Turner, Betty Taylor, Sarah Garland, Gillian Guy, Elaine Brichard, Rosemary Cahill (Sec).
- Apologies:** Margaret Burgham, Anne Budd, Colleen Harvey, Tony Garland, Claire Leach Penny Brookman, Jean Partridge, Amy Tropman.

1. **Minutes** of the meeting at Kintbury on 12th November 2019 were approved and signed.

2. **Matters Arising**

Practice Priorities 2018/19

- a) **Missed appointments** – The level of DNAs was as before, but annual reminders in local magazines will be given. Patients now used to lack of text reminders for extended hours session appointments.
- b) **Wellbeing** – Dementia Support group still under review. (See under Item 3)

Photographic Competition suitable photos found for WH, with K still to be decided.

3. **Social Prescribing - Becky Neeves (PCN Social Prescriber)** introduced herself. Funded by the West Berks Primary Care Network (PCN) Becky will be the link worker, working one day a week in each of the surgeries, also some Saturday mornings and undertaking home visits. She will be at **Kintbury on Wednesday mornings** and **Woolton Hill on Fridays**. Working with patients on non-medical issues, nominated by their GP, Becky will signpost them to the available community and local groups and services as appropriate and support those with more complex social needs which may affect their wellbeing. Her brief was discussed in detail by the PPG who were all enthusiastic about the appointment. Strong liaison with Village Agents SG and PB. Gavin will meet with Becky to discuss the PPG proposal to set up a group to support carers looking after family members suffering with Dementia.

Dr Howells highlighted a concern that had been raised over the future of the Village Agent scheme now that Social Prescribers were being appointed. Correspondence from various groups had indicated that Social Prescribers would be able to take on the work currently undertaken by Village Agents. However, Practices had pushed back against this plan as Social Prescribers are in place to provide additional support and would not be able to cover all of the valuable work carried out by the Village Agents. PCN proposed funding for the future, is under discussion. Dr Fox is Becky's mentor within this practice.

4. **PPG Development Team**
Newsletter The Autumn / Winter edition to be provided with display stand to increase awareness. Members encouraged to hand it out in reception. Spring/Summer issue planned shortly after Easter.

5. **Friends of K&WH GP Practice**
November Concert was a very enjoyable and successful event. Together with some private donations, and matched funding from the Greenham Trust, the fund is close to the amount needed for the Blood Pressure monitor at Kintbury. Next project is now needed as there will be no more matched funding for the monitor. The Partners to discuss and cost their suggestions.

West Berks Lottery £82 raised so far needs more subscribers but with current subscribers will bring in £186-£200 per year.

6. **Enhanced Hours scheme**
The Practice is now incorporated into the PCN (see above). Extended opening hours will be provided from Mon to Thurs across the PCN by the 3 Practices. Nurse clinics are now provided on some of the late opening weekday sessions.

Saturdays remain popular. Fortnightly Saturday phlebotomy sessions well supported with sessions alternating between the two surgery sites. Initial problems with collection but these are being addressed.

7. Green Impact for Health

Recycled paper is now being used in Practice printers. Documents containing confidential information will continue to be shredded. All other paper now goes for recycling. Milk bottle tops collected, batteries recycled. HH explained that there was a Green Impact for Health conference planned. Solar power and renewable energy for the Practice to be investigated. However, the Practice has recently signed up to a contract with an energy supplier so unable to make any immediate change. Good take-up on inhaler recycling.

8. Patient Survey - Work in Progress and could include questions on Social Prescribing.

9. Staffing - **Dr Fox** now back from Paternity leave. A new Registrar – Dr Anita Gurung - doctor will start shortly, spending 6 months with a GP and then continuing hospital training. One of our previous Registrars will be returning in the spring for the last 6 weeks of GP training.

10. CCG - Berks West Integrated Care Partnership planned to link West Berks, Bucks and Oxon. This raises many doubts within the PCN, but would appear inevitable.

11. Patient Panel - Anne Budd had written to notify the PPG that she was retiring as one of our representatives on this panel, while continuing with her work with the PPG both as a member and as a Trustee of the Friends of the practice.

A Newsletter from the PCN had been circulated to the meeting (on PPG board with Minutes) Could it go on our website? and **RC** is to send a copy of our Newsletter in reply.

12. Members' Reports

a) **SG** asked if the dates of flu jabs could be publicised in advance. This was approved. The problems before Christmas had largely been caused by the difficulty of obtaining the vaccines ordered.

b) **MB**, through **RC**, had asked who should be approached when a planned discharge from hospital had gone wrong. **HH** directed such problems to PALS but also said that the surgery could be asked to access emergency care. The incident which prompted the comment has been resolved.

c) **1 Month only prescriptions** It was appreciated that some difficulties might be caused, but that this was not subject to alteration by this practice.

Electronic prescribing is not currently available on the clinical system used in this practice. The Dispensing Drs Association have been pushing (without success) for systems that allow dispensing Practices to use Electronic Prescriptions for many years. **PM** offered PPG involvement and **GS** and **RC** will confer as to how the PPG can best make itself heard.

The NHS have instructed Practices to cease using fax machines which, without Electronic Prescriptions, could cause delays in the processing of a very small number of prescriptions.

d) **BT** commented favourably on the Physio facility and suggested that clinic details might be included on the website.

Date of next meeting Tuesday 5th May 2020 at Kintbury

Minutes can be read online at

kintbury&wooltonhillsurgeries.co.uk