

Kintbury & Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 13th May 2019 at 7.00pm in Kintbury surgery

Welcome PM welcomed all to the meeting and introduced Dr Fox to the meeting.

Present: Peter Mason (Chair), Gavin Smith, Margaret Burgham, Colleen Harvey, Amy Tropman, Betty Taylor, Anne Budd, Jan Wells, Gillian Guy, Rosemary Cahill.

Apologies: Dr Howells Tony Garland, Penny Brookman, Sarah Garland, Chris Turner, Claire Leach, Jean Partridge,

1. **Minutes** of the meeting at Woolton Hill on 12th February 2019 were approved and signed.

2. **Matters Arising**

Practice Priorities 2018/19

a) **Missed appointments** – GS reported on the last 6 months, when numbers were slightly down on last year, with fewer in out of hours appointments, thanks to firm reminders to patients to note next date. This stabilisation is welcome but further reminders are planned, to keep missed appointments to a minimum.

Full details in Appendix 1

b) **Wellbeing** – Meeting planned between Anne Record (Social Care practitioner West Berks Council – West Two locality) with **GS** and Heather Emmings. **HE** has met with Broadmead where a Memory tea on 3rd Thursday of month has been started. A Dementia Garden at Enbridge is still work in progress.

3. **PPG Development Team**

Newsletter **RC** reported that this will now be produced twice a year with a Summer edition in May/June and Winter in October/November to include seasonal medical advice. **AT** suggested copies could go into schools and the Village Market, which was agreed. Suggestions for Summer issue discussed. Printing has been costed and approved.

Registration documents are now in legal language. Some potential donors are to be approached.

4. **Patient Survey** The PPG is asked to review the existing survey to reduce the work needed in collating and analysing the results. **AB/RC** to be given a copy on which to base recommendations.

5. **CCG** **JF** explained the proposal of the CCG for networked groups of practices covering a total of 30 – 50,000 patients. This practice is working towards linking with Hungerford and Lambourn as this would be a best match for our practice. Whilst being below the number proposed, it was hoped that this scheme would be approved. Extras in terms of pharmacists, social prescribers and physios would be a part of the package, available for each practice on specific days.

Saturday phlebotomy clinics This practice would like to see an opportunity for providing this service.

Physio Pilot scheme **JF** reported that this has been started by the CCG. Physio sessions will be held at a number of surgery locations, (including Kintbury) across the CCG and patients will be able to book appointments at any of the surgery sites holding those sessions. These services are advisory. Recommended treatment would still need GP referral. Concern that the relative ease of appointments with this practice, might lead to an influx from other less well staffed practices, was expected to be outweighed by the preference to see one's own doctor for referral for treatment. At present the Physio Pilot will be funded until early 2020 but it is hoped that funding will be available to allow the service to continue past that date.

Extended Hours Scheme will continue with the same mix of evening and Saturday morning sessions as for 2018/2019. However it is anticipated that the Practice will be required to increase access to a range of clinical services outside the existing core hours during this year.

Lunchtime contraception clinic is being investigated by **JF** to assess demand.

Friends and Family survey might be used again.

Appointments Reception staff now trained to determine whether a request is for urgent (on the day) or less urgent need to see a GP.

6. Staffing

Dr Newman is very well and back at work for 3 days/week. Otherwise there is a full staff, both medical and administrative in post. **Dr Howells** is away for the month of August. Those hours will be covered by Dr Dace and also by Dr Imran Kahn, who is well known to patients.

7. Patient Panel Meeting The PPG had received the notes taken by **AB** at the recent AGM. West Berks CH is expanding services with 2 MRI scanners instead of 1. Also providing Macmillan Befriending. It had been noted that referrals are now more frequent from Social Care than Health Care professionals.

9. Members' Reports

- a) **SG** (Village Agent) had written having found a discrepancy in communication with the anti-coagulant hospital. This was being investigated by the practice
- b) **AB** had received very good reports on the care given to patients by Nurses.
- c) **AT** reported new patient as giving a delighted "Wow!"

**Date of next meeting Tuesday 6th August 2019
at Woolton Hill**

Woolton Hill Patient Participation Group
Summary of May 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*)
Appendix 1 behind these Minutes.
- 2. PPG Development Team** (*Item 3*)
- 3. CCG Future plans** *Extended Hours scheme etc* (*Item 5*)
- 4. Patient Panel AGM** (*Item 7*)

**Date of next meeting 6th August 2019 at
Woolton Hill**

Appendix 1

PATIENTS FAILING TO ATTEND BOOKED APPOINTMENTS

26 week period from 1/11/18 (including 5 Public and Bank Holidays)

Total DNA Drs appts for the Practice = 270 = average of 10.38 appts per week

Nov 2018 = 45
Dec 2018 = 37
Jan 2019 = 49
Feb 2019 = 39
Mar 2019 = 51
April 2019 = 49

11 appts = a pre-bookable afternoon session per week (11 x 15 min pm session)

14 appts = a pre-bookable morning session per week (14 x 10 min am session)

Minimum lost GP time per week of between 1 hour and 43 minutes and 2 hours and 32 minutes per week depending on length of appt booked (either 10 minutes or 15 minute).

Improvement from the last set of figures for the 26 week period from 1/12/17 to 2/6/18 when an average of 11.57 Drs appts per week were lost.

Total DNA Nurse appts for the Practice = 234 = average of 9 appts per week

Nov 2018 = 50
Dec 2018 = 27
Jan 2019 = 27
Feb 2019 = 41
Mar 2019 = 53
April 2019 = 36

Difficult to assess total time lost for nurse appts due to variation in appt slot duration. Blood appts only 5 minutes (DNA blood appts are quite rare) whereas other slots are normally for 10 or 15 minutes but longer for diabetes, cvd and spirometry (30 to 45 min appts).

Average number of Nurse appts lost due to patients failing to attend appts is up on the figure for the period from 1/12/17 to 2/6/18 when an average of 5.77 appts per week were lost.

Not possible for patients to call to cancel or, book an appt on a Saturday. However, could let us know Fri pm. If a patient informs us on the day that they will not be in for their appt we can still normally fill the appt (more than an hours' notice).