

Kintbury & Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 15th August 2023

7.00pm at Kintbury Surgery

Present Peter Mason (Chair), Karen Oakton (Practice Manager) Dr Heather Howells,
Alan Cox (*Chair Ashmansworth and oversight of Crux Easton*),
Mike Stapley (*replacing Jon Hemphill, and representing Kintbury PC*),
Sarah Garland, Alan and Anne Budd, Gillian Guy, Betty Taylor, Tony Garland,
Rosemary Cahill,

Apologies: Gavin Smith, Jan Wells, John Willmott, *Claire McGregor, Amy Tropman*
Jean Partridge, Penny Brookman

Welcome Peter Mason welcomed Alan Cox and Mike Stapley to their first PPG meeting.

Minutes of meeting on 16th May 2023 at Woolton Hill were approved and signed.

- 1. Matters arising Practice Website** has now been updated with profiles of doctors to indicate their specialist medical skills and interests within the Practice.
<https://www.kintburyandwooltonhillsurgeries.co.uk/practice-information/staff/doctors/>
- 2. Flu Vaccinations** Vaccine delivery expected at the end of September. Provisional dates for those over 65 or to attend clinics to be held at Thorngrove School are 7th and 14th October. To be confirmed. The national programme this year has no provision for those aged 50 – 64 unless at risk. Times will be allocated to keep the flow as fast moving as before. There will be only further provision at the surgeries after these dates. Take up generally good.
- 3. Mock CQC visit** The Practice had requested and funded a CQC visit which was not formal but very thorough and in a supportive spirit. There had not been an official inspection for some years, so it was encouraging that the Practice was receiving good and helpful comments in all areas. This does not count towards a formal inspection in due course but was felt to have been very worthwhile. The review was carried out on both sites.
- 4. Telephone system** The Practice must move from analogue to digital telephony by the end of 2025. The surgery's current and preferred telephone provider does have an advanced solution but it is still waiting for inclusion in the framework of suppliers from which we must choose. However obtaining this approval is a slow process, in which we are taking part and are well placed. It will be beneficial and more flexible for the Practice once installed, will improve the experience for patients with e.g. call back functionality and will provide data to help us with demand and capacity planning.
- 5. Covid Report Booster programme.** Previous years' records had been kept and indicated a similar take-up but it is difficult to compare as various cohorts have been done at different times across the campaign seasons and with different national and local comms. The drop-in centres caused considerable delay and travelling in this area and some inconvenience for those with physical and transport problems. Take up has also dropped a little as people became more confident of Covid protection after multiple doses. Winter 23 covid vaccination will again be available via the National Booking Service.
- 6. NHS App Messaging.** The NHS App has been available for some time and is used increasingly by patients to view medical records, immunisations, appointments etc. Due to increasing NHS costs for text message (SMS) fragments, in due course all bulk SMS messages will be sent from the practice initially via this app and installation on smart phones is recommended. This is nationally mandated and beyond control of the Practice. A note has been put in with all new prescriptions to explain. Concern was expressed about increasing problems for those already struggling to be part of the internet community or not wishing to be. Anne Budd has special interest in this situation and will keep the PPG informed. Where the Practice have campaign messages to send, they are aware of patients who do not have a mobile phone number and seek to make contact in a different way. This should not affect messages for collecting medication or appointment reminders in the first instance.

- 7. Accessing GP Appointments** For urgent needs to see a doctor that day a phone call from 8.15 will generally provide a ring back with an appointment that day. Non urgent or patients wishing to see a specific doctor who is already dealing with a particular problem, will be offered a booked appointment or timed phone call with minimal delay. Blood tests are still a big problem in the local area. These are not generally done at the surgery and West Berks is seriously understaffed. TG had asked for more leeway to be given to receptionists when appointments are requested. The problems identified suggested that Doctors are to be asked to encourage any patient who should be seen in a specified timescale to make an appropriate appointment before leaving the surgery. West Berks are commissioned to provide this service for our patients and whilst the Practice try to provide as much phlebotomy in practice as possible due to the rural location there is unfortunately no capacity to do more.
- 8. Staff update** **Dr Gemma Newman** is leaving the Practice and relocating to Cornwall in December. **Dr Kate Hellyer** is now a Partner. **Dr Carol Oakley** will be working as a salaried doctor 2 days a week. Drs Fox and Manser are to cover extra sessions to keep the doctor cover complete as now. A Pharmacy Technician, working 4 days a week, has joined the dispensary team and will take over reviews and other similar tasks. Technicians are well qualified but the Practice is still keen to recruit a second Pharmacist, of which there is a national shortage.
- 9. Housing developments** The following were mentioned as being under discussion with various stages of planning still in hand: Wash Water (270 – 300 units), West Sandford (300), Burghclere (70) Highclere (20-30). Of more concern was the proposal at Inglewood for 40 units 'Dementia friendly' care home. **MS** to take this back to Kintbury PC and will share information with **KO**.

10. Members Reports

Anne Budd is involved in the initial stage of a project to be called "Operation In Plain Sight" -which aims to facilitate access with confidence into the world of computers.

TG dealt with under item 7.

RC Communication problems between WBCH, WH surgery and patient. Details to **KO**.

GG All good and appreciative of services given.

- 11. Open Evening** (moved from Item 1 on Agenda) A Wine & Cheese Party has been suggested, to be held at the Coronation Hall, Kintbury. Its purpose is to introduce newcomers to the Practice and the PPG, spell out the many services on offer and encourage new younger members to offer their skills and contacts to the PPG.

Date of next meeting 14th November 2023 7.00pm at Woolton Hill Surgery

NB The following have been noted following the meeting, so will not be printed in the Minutes for November approval. You have them now for personal interest and avoiding extra paper.

Flu Vaccinations Confirmed dates are **7th and 8th October**.

Housing Developments Inglewood. **KO** has been in touch with the Commissioner to ensure that the Practice is, 'in the loop' with regards any potential support expected from the Practice.
15th September Update email from **MS**

Apologies Names in italics had not replied. Please confirm before each meeting that an Agenda as been received. This is a group email which is believed now to be correct, but one had been changed which has now been corrected.