

**Kintbury & Woolton Hill Patient Participation Group**  
**Minutes of the meeting held on Tuesday 16<sup>th</sup> February 2021**  
**at 7.00pm on Teams**

- Welcome**     **PM** welcomed all who had been able to log in for the meeting. He paid tribute to Colleen Harvey who had recently died. She had been a founder member and only retired last year. She was well known and trusted locally and had enabled Joan Williams to represent the disabled on this group.
- Present:**     Peter Mason (Chair), Dr Heather Howells, Gavin Smith, Rosemary Cahill, Claire Leach, Chris Turner, Amy Tropman, Jan Wells, Sarah Garland, Anne Budd, Clare Waters (Care Co-ordinator), Betty Taylor, John Wilmott,
- Apologies:**   Tony Garland, Jean Partridge, Gillian Guy, Elaine Brichard. TG and JP are unable to attend virtual meetings but will continue to receive both Agenda and Minutes as usual..

**PM** introduced **Joanna Rice**, from the Alzheimer's Society, who is the Dementia Connect Local Services Manager for Berks, Bucks, Oxon and Milton Keynes. She and Dr Howells, with Clare Waters (Care Co-ordinator) have been in discussion as to the best way to access their services in conjunction with the Practice. Jo is managing a large area and looks for best practice to be used throughout, wherever found. PM thanked her, but she had to leave at this point. **Clare Waters** is representing the Surgeries' Care Team and either she or one of her colleagues will join any meetings involving plans for Dementia support for our patients..

1.     **Minutes** of the meeting on Teams on 24<sup>th</sup> November 2020 were approved and would be taken for signature by **PM**. (In RC's absence Dr Howells had taken notes for RC to produce Minutes, which were approved by the practice before circulation).
2.     **Covid Report** Dr Fox is the lead for vaccinations. All first tranche have now received first jab, mainly at Newbury Racecourse. Neighbourcare have provided transport where required. Those over 70 who have not yet been contacted should come forward. The larger cohort (65-69) may be directed by NHS letter to the larger centres. Should they wish to wait until there is an appointment at the Racecourse, there may be some delay. The 16 – 64 cohort with underlying problems will be vaccinated at the racecourse.
3.     **Staff update**  
**Natalie Barclay** will be working one day a week (Tuesdays) as a salaried GP. She starts with the Practice on 16<sup>th</sup> February.  
**Pharmacist** The Practice has finally managed to recruit a pharmacist who is expected to commence employment in April.  
**John Glover** has been appointed as the new IT lead to update the current provision and improve ways of working with the varied systems now used. 2 additional admin staff will be helping Felicity
4.     **Housing Development in Newbury Area**  
There are a number of proposed sites for development within the practice catchment area, which could lead for an increase of population beyond existing capacity. It was proposed that RC identify the relevant District or Parish Councils' planning officers so that liaison can be established with the practice to ensure that up-to-date information is passed on. PM offered PPG support if appropriate, at any stage of planning.  
GS – B&DBC via Paul Hurst, RC –Highclere, CT suggested contacting -Tony Vickers the Liberal Democrat member for Wash Common on WBC.
5.     **Patient Survey**  
This was put on hold when Covid struck. However, there is a contractual requirement for Practices to engage with their patient population and therefore, the Practice would like to hold a patient survey as soon as we start coming out of the COVID restrictions. GS suggested that given the changes brought about by COVID it might be useful to seek the views of the patient population on the new ways of working adopted by GPs.
6.     **Members' Comments**  
**Vaccination programme** was universally praised, including those who had apologized

- **SG** confirmed that transport for vaccination was still offered by Neighbourcare
- AT** had been experiencing some confusion among patients about
  - a) Delivery of medicines by Neighbourcare, excellent but it is not always understood that this should be used *wherever possible* to reduce footfall in the surgery for the 80-90 weekly deliveries which do not require payment. The text message is to be checked and those calling in person to be reminded of the delivery service requirement.
  - b) Patients wishing to provide information for a specific doctor that would not require a conversation with a GP should be encouraged to use the messaging system on the surgery website. If a patient wishes to speak to a particular Dr, they should contact reception by phone. Given that GPs do not work every day of the week, receptionists will advise the patient of the likely delay in being able to make an on the day appointment to speak to their preferred GP. If the patient needs a more urgent appointment receptionists will advise them that they should call for an on the day appointment with whichever Dr is on duty. This of course, may mean that the patient will not be speaking to the Dr of their choice but that Dr will be able to see the patient's full medical history.
- East Woodhay & Highclere Coronavirus Community Support** weekly Newsletter had been useful to send messages during Covid. The possibility of covering the Kintbury surgery catchment area was queried. However, this is a general publication much of which is non-medical and could not be circulated in this form to another area. **AB** would investigate any similar publication for the Kintbury and Hamstead Marshall area to see if there is a weekly publication already in place or could be set up to include K&WH Practice information.

**Date of next meeting Tuesday 4<sup>th</sup> May 2021**

Copies of these Minutes can be read online at [kintbury&wooltonhillsurgeries.co.uk](http://kintbury&wooltonhillsurgeries.co.uk)