

**Kintbury & Woolton Hill Patient Participation Group**  
**Minutes of the meeting held on Tuesday 22<sup>nd</sup> February 2022**  
**7.00pm at Kintbury Surgery**

**Present** Peter Mason (Chair), Dr Heather Howells, Gavin Smith, Rosemary Cahill, Chris Turner, Gillian Guy

**Apologies:** Anne Budd, Tony Garland, Amy Tropman, Claire Leach, Jean Partridge, Jan Wells, Sarah Garland, Betty Taylor, Penny Brookman

**Welcome** Peter Mason welcomed all to the small but quorate, face-to-face meeting at Kintbury. The meeting had been delayed by two weeks, which added to the apologies received

1. **Minutes** of the meeting on 2<sup>nd</sup> November had been circulated and were signed as accurate. There were no matters arising not covered by the Agenda.
2. **Covid report – HH** reported a decrease in infections. *The Hot Rooms* at each surgery which allow for patients with Covid symptoms to be seen in isolation from other patients are now only in use during the afternoon. The closure of the Hot Rooms has helped free up clinical space. However, the Practice is still struggling to accommodate all the additional services (Physiotherapy, Social Prescriber, Pharmacist and Mental Health Practitioner) now provided for patients. In an attempt to create additional clinical rooms, the Practice is currently looking at the feasibility of dividing existing rooms at both surgery sites.

In cases where patients are diagnosed with COVID-19 (either clinically, or through a positive test result) and are symptomatic and aged 65 years or older, or under 65 years but considered to be at higher risk from Covid-19, they will be contacted by the Practice and offered the use of an NHS Pulse Oximeter. Patients will be provided with clear instructions as to how to use the Oximeter, how to interpret the readings and what action to take depending on the recorded oxygen levels. Patients are advised to monitor blood oxygen levels 4 times a day.

In the surgeries *Social distancing* is observed with *masks* worn at all times. There have been very few Covid cases within the surgery staff.

3. **Covid booster Vaccinations.** Nationally, *Booster jabs* have had lower uptake than for the first or second vaccinations with numbers coming forward for boosters dropping off over the Christmas holiday period and remaining low since the New Year. The Practice held a series of Covid booster clinics over the Christmas holidays but again numbers attending were lower than hoped or expected. The Government is expected to provide information about a Spring Covid booster programme to 'top up' protection against Covid. This programme will be open to people aged 75 and over, people who live in a care home for older people, or people aged 12 and over who have a weakened immune system. The NHS will be inviting people in these groups to book their spring booster when it is due.
4. **Staff update** **HH/GS** Emma Goodson has recently been appointed as Deputy Practice Manager. It is hoped that Emma will attend the next PPG meeting to introduce herself to members. Dr Barclay (salaried GP), has now left the Practice to return to work at her original practice. The Practice has advertised for a replacement but there has been very little response to the advertisement. Dr Newman is on extended sick leave, leaving equivalent of one full-time doctor down each week. There are some long-term locums, working only with this practice, which is very helpful.

The Practice is still searching for a surgery manager for Kintbury. Sue Wren has retired as surgery manager at Woolton Hill with Fiona Dunderdale taking on Sue's duties. Recruitment is in hand for Admin and receptionist posts.

A Musculoskeletal Physiotherapist Dr Toks Aluko has begun seeing patients who can self-refer through reception for initial diagnosis. Dr Aluko will be working at Woolton Hill on Thursday mornings and at Kintbury on Friday afternoons.

A Mental Health Practitioner – Rebecca Rowlands - has been employed by the PCN (Hungerford, Lambourn and Kintbury & Woolton Hill surgeries) and will be based at Woolton Hill all day on Tuesday and on Wednesday afternoon.

The practice is keeping up with appointments, as a balance is sought to increase number of pre-bookable appts and reduce bookings on the day.

Nurse Hannah has left, leaving 2 Nurses and 2 phlebotomists. However, Sarah Hughes (Receptionist and Phlebotomist at Kintbury) is currently undergoing training to become a Health Care Assistant and will support the Practice Nurses once qualified.

5. **Housing Developments in the Practice area** No further movement but close contact maintained by **GS**.
6. **Patient survey** This will seek patient feedback on the changes made to the appointment system during Covid and on the new services offered. (Clinical pharmacist, Physiotherapist, etc). The Practice will also seek patients' views as to the suitability of the current extended hours sessions provided. .
7. **Patient Panel–RC** unable to attend AGM in November and Minutes now circulated.
8. **Members' Reports –**

**GG** had been very happy with personal medication review. **GS** explained that patients will be invited for annual medication reviews. These reviews will usually involve a 30-minute appointment with a Nurse and then a follow up face-to-face appointment with a Dr. Patients will normally be invited for their annual review in the month of their birth.

A question was asked as to why a patient had to travel to Winchester for a blood test requested by a consultant. **HH** explained that without knowing the nature of the blood test it was difficult to provide an answer. **HH** explained that usually patients can have their blood test undertaken at WBCB, or at one of the surgery Phlebotomy sessions. However, there are some specialist tests that can only be undertaken at a Hospital.

A patient had contacted the surgery to ask why she had not been invited for a medication review since Nov 2019 and asked if she could make an appointment for a review. However, no action was taken by reception. **HH** offered to investigate the case and explained that medication reviews were suspended during the various Covid lockdowns and that the Practice now had plans in place to tackle the backlog. **GS** explained that any patient that had concerns about their medication, or their health should have been offered the chance to book an appointment with a Dr by the receptionist.

**GS** explained that unfortunately Podiatry sessions have now been discontinued at the Practice due to the lack of suitable clinical rooms. Podiatry clinics are still taking place at WCBH.

**GS** reported that the Treatment room at WH may be split to allow for 2 clinics to be held at the same time.

**GS** took names and contact numbers for PPG members prepared to be named in Parish Magazines. **RC** Already in Highclere, Ashmansworth Crux Easton Parish Mag and Spectrum (WH, EW) as PPG Sec.

**Date of next meeting – Tues 10<sup>th</sup> May 2022**

**7.00pm at Woolton Hill Surgery**  
*Please share transport where possible*