

# **Kintbury & Woolton Hill Patient Participation Group**

**Minutes of the meeting held on Tuesday 10<sup>th</sup> May 2022**

**7.00pm at Woolton Hill Surgery**

**Present** Peter Mason (Chair), introducing Emma Goodson, (Deputy practice Manager), Dr Heather Howells, Gavin Smith, Rosemary Cahill, Tony Garland, Amy Tropman, Jan Wells, Claire Leach, Jean Partridge, Sarah Garland, Betty Taylor, Penny Brookman

**Apologies:** Chris Turner, John Willmott, Gillian Guy, Anne Budd

**Welcome** Peter Mason welcomed all and introduced Emma Goodson to the PPG. Emma will be working 3 days across the two surgery sites.

- 1. Matters arising** Revised use of space has been made possible with a grant towards the work. **WH** Treatment room will be divided into 2 fixed but not identical sections for additional nursing space. Paper records currently stored at Kintbury will go to paid off-site storage. The space created will enable the Practice to build a fourth consulting room and a larger Admin office.
- 2. Covid Report** *Social Distancing* downscaled. Masks still required. Numbers of infections dropping. **Pulse Oximeters** now provided for Covid positive patients to check their blood oxygen levels at home. Patients are contacted by the surgery Admin Team to arrange for the distribution of the pulse oximeters. This system seems to run very efficiently, and has reduced the pressure on Drs.. **Vaccination** can be given at Enbridge. Patients that qualify for the spring booster vaccination (4<sup>th</sup> vaccination) can book these via the NHS vaccination site or by phoning 119. Vaccinations will continue to be provided at local vaccination centres. Plans for any Autumn booster programme are still in the planning stage but might be given alongside the flu vaccination. The NHS will continue to focus on remaining groups not fully vaccinated. **Covid Hot rooms** at both surgeries are now only available in afternoons. Patients with Covid symptoms might be seen in their car if the Hot room is not available. Covid positive patients should try and remain at home and avoid contact with others.
- 3. Staff update** **Dr Amy Crofts** is moving from a London Practice and will be joining the Practice in July. Dr Crofts will be working Thursday and Friday. **Dr Philip Warrilow-Wilson** will also be joining the Practice towards the end of July following a house move to this area from London. Dr Warrilow-Wilson will be working Tuesday, Wednesday, and Friday. **Dr Newman** has returned to work. Some locum doctors are still being used occasionally. **Karen Wild** has been promoted to Surgery Manager for Kintbury. Clerical and Admin interviews will be held soon, but additional receptionists are hard to find.
- 4. Housing Developments** **Sandleford Park** has been given approval for 1000+ houses, some of which will fall into the practice area. 40% will be social housing, under the staircasing/shared ownership system. The application for **Watermill Bridge** has been objected to by West Berks. **Burghclere's** suggested development will be delayed for 5 years during the life of the approved Neighbourhood Plan. Plans to build on land in **Kintbury** have been rejected because they would have resulted in the loss of allotments. Allotments are still needed and some, privately owned, are counted in the civic requirement to provide this local amenity( applicable to all areas of the practice). **Hungerford** surgery is struggling to recruit and retain Drs and has been granted permission to temporarily close their list to new patients. Some residents of Ramsbury and Kintbury might join this practice, which would have a noticeable impact.
- 5. Patient Survey** awaits the answer to one final query and is then ready for immediate circulation.
- 6. Patient Panel RC** recently attended AGM on Zoom and will circulate Minutes when available. Patient Panel has been discussing a revised constitution and is keen to improve co-ordination with PPGs as well as the other stake holders from the CCG involved who also attend meetings. All very interesting.

7. **Active Medicine in Practice** Discussion as to ways in which to encourage greater physical activity for both staff and patients. Strong recommendation to publicise through Social media. Provide bike racks to encourage cycling to surgery. Enable standing consultations for staff. Using free sporting facilities/charities. Arm chair exercises (available to Enbridge residents). Yoga.
8. **8.Early Cancer diagnosis**  
**Screening:** **JW** pleased that mammograms can be offered on request to older age group.  
**Bowel and cervical cancer** some letters of invite sent but not always taken up. Online appointments would be helpful. Results are usually quick.  
**Men** are generally more reluctant to seek routine screening or help. There is a need to look for alternative ways to engage with Men. Campaigns could perhaps target men attending local sporting events or through Facebook etc. Also use could be made of the TV screens in both surgeries.
9. **Kintbury Car park barrier** has been installed to improve security following some antisocial behaviour. The barrier will be in the closed position from Friday evening until Monday morning and on Bank Holidays. The barrier will be open for any Saturday morning surgery clinics. There have also been concerns raised about the dangers of people using the car park as an unofficial footpath.
10. **Members' Reports** *each introduced themselves to Emma if not already noted*  
**PM** patient referred to orthopaedic clinic waited 6-7 weeks as error in referral. Details to **HH**.  
**TG** queried length of introduction to each phone call. **HH** assured that this will be shortened.  
**Jan W** reported that the Friends of the Practice kept in contact but had not met since Covid emerged.  
**AM** The supportive Covid message sent to the newly diagnosed had been much appreciated.  
**GS** asked for any further PPG names for publication in local magazines.  
**PB** Patients in Kintbury generally happy, especially about the arranged doctor phone back.  
**HH** As we come out of Covid the Practice will look to try and rebalance the number of pre-bookable appointments available against the number of call back appointments.  
**CL** Enbridge Home all well and happy. Echoed by **JP**.  
**RC** impressed and reassured by comprehensive tests set up following general query. All well.  
**SG** much appreciation of the practice.  
**BT** Patient upset to have been left waiting when not booked in on arrival. Noted for reception. Also query as to whether the attendance screen might now be re-activated.  
**GS Physio** available appointments now taking longer to book as popularity increases.  
**GS** Woolton Hill **Blocked drains** The surgery has suffered an increasing number of emergency call outs mainly been due to paper towels being flushed down the toilet. The Practice is investigating whether **air hand dryers** could be installed to replace paper towels.

1. **Date of next meeting**

**2<sup>nd</sup> August in Kintbury Surgery**