

Kintbury & Woolton Hill Patient Participation Group
Minutes of the meeting held on Tuesday 2nd November 2021
7.00pm at Woolton Hill Surgery

- Present** Peter Mason (Chair), Dr Heather Howells, Gavin Smith, Jan Wells, Chris Turner, Rosemary Cahill, Sarah Garland, Gillian Guy, Betty Taylor
- Apologies:** John Willmott, Anne Budd, Tony Garland, Amy Tropman, Claire Leach, Jean .Partridge, Penny Brookman
- Welcome** Peter Mason welcomed all to the first face-to-face meeting at Woolton Hill. Elaine Brichard had resigned with immediate effect owing to pressure of work. **RC** had written with regret at this decision and thanks for her brief time as a member.

1. **Minutes** of the meeting on 3rd August, (taken by GS and much appreciated by RC)
2. **Covid report – HH** reported an increase in Covid infection rates in the Practice with an extra 40 – 90 per week, but many patients remaining well. Each surgery has a 'Hot' room where patients with Covid symptoms can be seen without them coming into contact with other patients in the surgery. Patients with Covid symptoms are asked to wait in their vehicle until the Dr collects them and takes them to the Hot room via the fire exit door. The number of phone calls to the surgery has risen sharply over the last few months. Any patient requesting a Dr appointment will initially be telephoned by the Dr and where possible, their medical problem will be dealt with over the phone. However, if it transpires that the patient needs to be seen for a face-to-face consultation, they will be invited in on the same day to see the Dr. The number of face-to-face consultations has risen steadily since lockdown restrictions were eased. There are now very few video calls given. A limited number of bookable phone calls are available each weekday morning, on Saturday mornings (every other Saturday) and during the twice weekly evening surgeries.
3. **Covid booster and Flu vaccinations HH** reported that flu vaccinations had gone smoothly with one catch-up session. Vaccinations for flu and Covid had been carried out in all care homes. At present there is no housebound service for Covid. Patients with compromised immune systems were being invited for a third Covid vaccination rather than a booster. This is because research has found that some people with weakened immune systems have not built up the same level of protection as the general population from the first 2 vaccinations and they may need a booster vaccine in the future to increase protection. **BT** reported that not everyone due for their booster had been contacted to book it by the NHS. **HH** advised that even if you have not been invited to book your booster you could do so provided 6 months had elapsed since your 2nd vaccination. Some children had missed their flu vaccinations at school. However, the Practice is only able to offer the flu vaccine to 'at risk' school age children. For any 'not at risk' school age child that missed the flu vaccine a follow up invitation will be sent inviting them to book at a community flu clinic. Parents should contact their child's school, or the school nurses for details.
4. **Staff update HH/GS** reported a significant turnover of staff in recent months, for a variety of reasons, not least staff sickness. A Deputy Practice Manager has been recruited to start in January. Recruitment was in hand for Admin posts, specifically receptionists and typists. Several Kintbury staff were suffering from long term sickness. Sue Wren will be retiring as Woolton Hill Surgery Manager at the end of November. This will leave the need for 2 new Site Managers.

Recruitment of additional Health Care Assistants is being considered. Dr Barclay, salaried GP will be leaving to move to Chieveley, leaving the practice 2 doctor days down from December. Locums have been employed to cover Dr Barclay's shifts and the Practice will be advertising for a replacement. The overflow hub to support problems of personnel is not yet functional for West Berkshire, but there is some funding for Out of Hours.

A Musculoskeletal diagnostic Physiotherapist is starting in December working out of Woolton Hill on a Thursday morning and Kintbury on a Friday afternoon. The Physio will help to diagnose problems and is able to refer for further investigation and for Physiotherapy if necessary. However, the Physio will not be providing treatment himself.

A Mental Health Practitioner is to be allocated to the PCN (H, L & K&WH).

GS reports that the Practice works with a small, regular group of Locums including 2 who only work with this Practice.

5. **Housing Developments in the Practice area** **GS** had attended the meeting at the Woodpecker Public House on the 2nd of September to learn more of the proposals and concerns for the area of Wash Water. Main concerns were about public transport which will not be run by Hampshire Buses. There will not be a bus service from the development to Woolton Hill and therefore, any patient needing to access the surgery would have to use their own transport. There will be a major impact on the Practice as the entire proposed development comes within the Practice catchment area and all who wish to join will have to be accepted. **GS** continues to liaise with the Parish Council.
6. **Patient survey –Karen and GS** meet shortly to finalise. This will highlight the changes in methods of working such as increased texting, access to a specific GP (an ongoing and insoluble problem given individual working patterns, difficulties with arranging Dr call backs now more people are back at work. Also to include questions to assess out of hours experiences. The Practice is also giving consideration as to how best to communicate through social media, facebook etc, and also local magazines, especially for the Kintbury and Burghclere area
7. **Patient Panel –** Minutes of the July and September meetings had been circulated. **RC** is to attend a Zoom meeting on 11th November at which Wendy Bowers, lay representative on the WB CCG will be the speaker.
8. **Members' Reports –**
SG had had good feedback from her Facebook posting. Concerns about waiting list for nurse appointments, partly because of the half hour nurse slot at start of care planning. **GS** mentioned that nurses would always somehow fit in urgent cases
Contraception backlogs cleared but demand for these services has expanded recently. The question as to why only a single month's supply of medication is dispensed at a time was raised. **HH** reported that this was an NHS attempt to avoid waste by over-ordering. Large amounts of unused medication are often returned to the surgery for disposal due to a change in medications or following a death. By only prescribing a months' worth of medication at a time the amount of wasted medication will be reduced and cost savings made by the NHS.
Jan W queried loss of ear syringing services at the Practice. **HH** explained that this was no longer included in the NHS GP contract and that patients would need to access private providers if needing ear wax removal to improve hearing. Self-treatment with olive oil drops is advised as this will usually resolve the build-up of wax. Community Pharmacists may also be able to offer advice. The current cost of the ear wax removal by Private providers is between £50 - £70. West Berks Audiology do not provide this service for patients.
Blood tests **GS** reported that the Practice has increased the amount of Blood Test appointments that it is able to provide at the surgery. Every other Saturday morning there will be blood test appointments available although these should not be used for any patient requiring tests for Hospital appointments at NHH Basingstoke as all Saturday blood test samples are processed through the RBH. West berks Community Hospital have now re-opened their Phlebotomy clinics following problems caused by the shortage of blood bottles earlier in the summer.
Podiatry only once a month at surgery otherwise at WBCH.
RC Birthday month review Patient had Appt with Nurse. Pulse Oximeter given to be recorded for a week. Readings sent and acknowledged but no further contact with anyone. **GS** explained that second appointment was made but patient not told. Patient will be contacted and a review appointment with a Dr arranged.
Patient with disabled husband. He had received no notifications by letter or phone for any of the 2 Covid Vaccinations or a birthday review (due June). Vaccinations given so far (2 Covid, but with no confirmation card given) only because the surgery was contacted. Home visits are always essential. **HH** explained that guidance as to how housebound patients will receive their booster vaccination is still awaited. **HH** also explained that where required Drs will visit the patient to undertake the medication review and agreed to investigate this particular case.
PM Special praise for care and concern from **HH** an **NM** for 2 patients known to him.
GS reported that following a request from **TG** the Practice will look to advertise the names and contact numbers for PPG members in local Parish magazines. **GG** kindly offered to forward contact details for the Fisherman magazine which covers the Kintbury area.

**Date of next meeting – Tues 8th February 2022
7.00pm at Kintbury Surgery**

Transport may be needed for member not driving at night