

**Kintbury & Woolton Hill Patient Participation Group**  
**Minutes of the meeting held on Tuesday 15<sup>th</sup> November 2022**  
**7.00pm at Woolton Hill Surgery**

**Present** Dr Heather Howells, Peter Mason (Chair), Gavin Smith, Sarah Garland, Tony Garland, Betty Taylor, Rosemary Cahill

**Apologies:** John Willmott, Jan Wells, Gillian Guy, Anne Budd, Amy Tropman  
Chris Turner sent apologies with his resignation because of scheduled grandparental duties.  
(Jean Partridge, Claire Leach, Penny Brookman)

**Welcome** Peter Mason welcomed everyone and opened the meeting

1. **Minutes of meeting held on 8<sup>th</sup> August 2022** had been circulated, were approved by the meeting and signed by **PM**

2. **Matters arising -Kintbury car park barrier-** the locking of the barrier over the weekend seems to have been effective, but pedestrians walk through although there is no legal right of way.

*Patient survey* had this time been sent out to 400 patients by email with only 20 replies, but overall response had been disappointing. Whilst these surveys are a contractual requirement, they are very time consuming despite the various ways employed to encourage completion. However, those who completed the survey expressed general satisfaction as to the way in which the Practice is now working. GS hopes to get the full findings out by the end of Dec.

3. **Covid Report** GS reported that whilst Covid is still around, there are now fewer admissions to hospital and fewer deaths. However, surgery staff at both locations have been badly hit by Covid infections recently. This, along with other staffing issues, has resulted in problems maintaining the overall planned service to patients. Surgery staff are required to return 2 consecutive negative Covid tests before being able to return to work. This has impacted on all sections of staff with considerable amounts of overtime being needed, much by senior staff. Face masks for patients visiting the surgery are still required in an attempt to keep infection rates down.

4. **Covid booster and other vaccinations** – Covid boosters are still available from local vaccination centres. Housebound patients have been given their boosters by surgery GPs. Numbers of 50 – 65 year olds booking boosters are lower than for the previous round of covid boosters. **HH** reported that whilst the number of positive tests being reported amongst the population has fallen, this is probably due in part to the fact that free testing is no longer available to the general public.

The flu vaccinations had been delivered very efficiently from Thorngrove school, which is a popular venue for all patients. The Practice has provided a number of 'catch up' flu vaccination sessions at both surgery sites for patients that were unable to attend the sessions at Thorngrove school.

5. **Staff update and recruitment** **HH** reported that both Dr Crofts and Dr Wilson had settled in well. With a full complement of doctors, there is now an acute shortage of *dispensing staff* through sickness and bereavement. The expected Pharmacy Technician did not start, but a Clinical Pharmacist is to join in January. Due to the shortage of dispensing staff, prescriptions are currently taking 5 working days to be fulfilled. Patients ordering prescriptions late are being provided with paper prescriptions that can be taken to high street pharmacies. The Practice are currently recruiting staff but even when in place it takes time before staff complete their dispensing training. Dr Chacksfield (Practice Registrar) joined the Practice in August to undertake the final year of his GP training. Kintbury has 2 new receptionists who started in November, Pam Wallace from another Practice and Megan Seymour as an apprentice. Sarah Hennessey has joined the Administration team.

**6. PPG Recruitment / Patient Panel** Recruitment to all PPGs in this area is now urgently needed to expand the range of those willing to represent wider interests and age groups in the community throughout the West Berks and specifically our own Practice area. A meeting of a small group of the Patient Panel had met recently, from which a Mind Map as summary of an excellent meeting had been recently circulated to this PPG. It was agreed that all members would give further thought to the ideas put forward by other PPGs. While listing a number of organisations which might be approached by individual members of this PG, (Mums and Toddlers, Parish Council, Schools etc) it was recognised that there would be no easy solution to retaining a patient voice for the Practice as required. A map with approximate Practice boundaries is to be updated.

**Housing Developments** There is an application for 16 houses in Burghclere. I will check with Tony what current situation is as I failed to note it. Sorry Rosemary, I do not remember whether Tony said whether the application had been approved or not.

## 7. Members' Reports

**TG** stressed the need for the practice to continue with the Pharmacy service given, to assist the many in the practice who needed this local service. Agreed. **HH** also stressed the financial importance for the Practice.

A development of 16 houses at Burghclere is due for completion in 2024, but work has not yet begun

He also suggested that there might be some scope for volunteers to help Reception in finding medications and any other tasks, but with phone manned by experienced people. To be discussed at staff meeting. (Added by PM after seeing the draft minutes)

**SG** notified the PPG that she is no longer the Village Agent, having now taken over as Chair of Neighbourcare, which on many occasions provides much of the same services and information. The VA post may not be replaced. RC to enquire of **PB** as to the VA situation in Kintbury

Neighbourcare had been asked to provide daily transport to Southampton Hospital for chemotherapy, which they had not been able to meet. GS reported that due to equipment problems at Basingstoke Hospital a number of patients were having to travel to Southampton (some on a daily basis) for their chemotherapy Unfortunately the majority of patients travelling to Southampton would need to make their own arrangements to get there.

**AT** Regular grateful comments on the ability to speak to a Doctor on the day of a phone call

**8. Date of next meeting** **7<sup>th</sup> February 2023** was agreed at the meeting

Notes subsequent to the meeting so not in the minutes:

**Chris Turner** RC to write with regrets at his resignation and thanks for his continuing interest

**Jean Partridge** has difficulty in attending meetings, even when at WH. **RC** to make contact with Jean before meetings, to collect any questions/comments received at her hairdressing sessions. Many of these she can answer but it would then indicate some of the subjects being raised.

**Claire Leach** **RC** will ask for a report from Enbridge before our next meeting. To include Resident numbers and any general comments. This is sending apologies at short notice because of staffing rotas and shortage.

Facebook entry tells us that she is now **Claire McGregor** following a trip, which included a visit to Gretna Green! Congratulations sent! Could explain why she was absent in November

**Penny Brookman** The Village Agent post for Kintbury no longer exists, so that task has gone. However she hopes to remain on the PPG and will bring any concerns or queries which come her way.

**All PPG members** will be asked to look at the Mind Map circulated and note the better ideas as to how to recruit new and more diverse members of the PPG. The patient Panel thinks we are all vital and wonderful, so worth some thought please.

### **Update on item 6**

The Practice boundary map is available on our surgery website [Kintbury Surgery & Woolton Hill Surgery \(kintburyandwooltonhillsurgeries.co.uk\)](http://KintburySurgery&WooltonHillSurgery(kintburyandwooltonhillsurgeries.co.uk)) . On the home page just type in **Boundary map** in the search box at the top of the page. This then takes you to our catchment area map which allows you to enter your post code to see if you fall within the Practice area.

*Note to be added to Minutes on separate piece of paper and larger print to be pinned below the formal Minutes,*

Rosemary Cahill (secretary)