

Kintbury & Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 14th May 2024

7.00pm at Woolton Hill Surgery

- Welcome** Peter Mason welcome to all members and introduced **Lorraine Cladingboel**, attending as an observer, but hoping to take over as Secretary after this meeting.
- Present** Peter Mason (chair), Heather Howells, Gavin Smith, Jan Wells, Betty Taylor, Alan Cox, Michael Stapley, John Willmott
- Apologies:** Tony Garland, Sarah Garland, Alan Budd, Gillian Guy, Claire Leach, *Jean Partridge*

- 1. Minutes** of meeting held in Kintbury Surgery on 6th February were approved and signed.
- 2 Matters arising** Telephone system refinement. Emergency calls only to be taken between 8.00am (when 111 closes). Booking lines here open at 8.15. Until this is in place, callers between 8.00 and 8.15 are to be advised to call after 8.15 to request an appointment.
- 3. Surgery/ dispensary update (HH/GS)** Unfortunately the Practice has had to increase its turnaround time for prescriptions to 7 working days. This has been due to increased pressure on the dispensary caused by the number of Bank Holidays in April and May, high levels of staff sickness, increased numbers of prescriptions, shortages of a number of medications and the closure of a number of high street pharmacies. A note has been added on new prescriptions and at the front desk advising patients of this change. (Expected time for prescriptions taken to Newbury for collection is now 2 weeks.) Urgent medication prescribed by a doctor at an appointment will continue to be dispensed immediately. Training is being given to increase number of dispensers to help with these difficulties.

NHS App Drop-in session will be held at Kintbury surgery on 22nd May, as attached to Agenda and on front desks, to help with any patients wishing to install and use this app confidently. 60% of patients have already done this and found the additional features useful and easy. Other Drop-in sessions at both surgeries ~~are to~~ may be arranged. All are encouraged to use this updated app, although patients can continue using Patient Access. In addition to allowing patients to order medication and book appointments the app allows patients to access test results and receive messages from the NHS. Messaging a doctor direct may also be added in due course.

Covid Boosters now being offered to relevant cohorts. The Practice was originally only going to vaccinate Care Home and Housebound patients. However, given the lack of local vaccination appointments, the Practice took the decision to offer vaccinations for over 75's at both surgeries. The over 75 clinic went very smoothly in Woolton Hill recently. Members reported that a number of patients visiting their nearest NHS vaccination centres would have preferred to have received their vaccination at their own surgery. **GS** explained that the decision to provide the booster at the surgery was only taken after a result of the number of patients contacting the surgery to complain about lack of availability in Newbury.

- 4. Staffing update and recruitment**
Katy Spicer has joined the Practice as IT Transformation lead and will head the NHS App Drop-In clinics.
Carolyn Tilbury retiring in July after a very helpful few years assisting **Karen Oakton** with updating Practice policies, ensuring that the Practice is CQC compliant and assisting with HR issues.
2 receptionists have just been interviewed for jobs covering at both sites. Results awaited.
- 5. PPG recruitment:** report on EW Council Village meeting in EW Hall on 14th April. **RC** had given leaflets to St Martin's and the WH Schools for circulation among parents. **AT** suggested that this be widened to staff as well as parents.

6. **Patient Panel** Minutes of April meeting had been circulated before this meeting. Lorraine and **RC** to liaise over future PP Zoomed meetings, every 2 months.
Lorraine agreed to liaise with **RC** to attend Zoomed meetings where possible and forward subsequent mins to rest of PPG. Bi-monthly meeting dates are set a year ahead. Could be a good opportunity to network and learn from reps of other PPGs especially our PCN
7. **Primary Care Strategy RC** At this meeting **HH** reported on progress being made with the Integrated Care Board ..West Berks Council have commissioned 'Solutions4Health' to deliver NHS Health checks to eligible patients aged between 40 and 74 and to patients aged between 30 and 74 who have not had a health check in the last 5 years. Checks are designed to spot early warning signs of stroke, kidney disease, heart disease, type 2 diabetes and dementia. Staff will also discuss mental health issues, provide advice on healthier eating, exercise, weight loss and offer support to help patients stop smoking. The checks will take place at a number of locations in the Newbury area. Invitations will be sent out by the local PCNs.
8. **Housing Developments in Practice Area.**
Wash Water. Basingstoke & Deane and West Berks are leading a review to try and overturn the Inspector's decision for approval of this development.
Sandleford (Watership Down) West Berkshire Council supported the development with Phase 1 expected to start soon. General concern about access in the Warren Road area.
Burghclere (No further update for this meeting)
 There are a number of small (under 5) developments in our catchment area, including Heath End, but even a few will still impact the Practice, already under the pressure of increasing numbers. Some of these smaller areas have potential for infilling later.
9. **Members' reports**
Dr Warrilow Wilson has been much appreciated, with gratitude expressed by a number of different patients with varying medical issues. This was backed by others in this meeting.
AC Regret at Booster **Vaccination** booked later than NBS. *See Item 3*
AT **PPG Recruitment.** ... *See Item 5*
AB Reported on conversation with **Wes Streeting and Yvette Cooper**, together with an Oxford colleague taking a current overview of NHS. Anne involved in some of the mathematical modelling indicating the lack of appreciable increase in funding since the mid-80s
GS The Practice continues undertake work as part of the **NHS GP Improvement Programme**. First change was to introduce cloud telephony to provide call queuing and a call back facility for patients. The Practice now looks to see how it can improve access for patients to contact the Practice over a number of issues such as booking appointments, asking questions about test results, requesting tests, and to ask questions about medications. As part of this process, the Practice will be introducing an online platform accessed via a new surgery website. **GS** stressed that this online platform would be an additional route for patients to use and that existing methods for contacting the surgery (by telephone or in person) would continue to be offered to all patients. It is hoped that not only will this offer additional means of accessing Practice services, but it should also help alleviate pressure on telephones. It is hoped that it will also enable practice staff to direct patients to the most appropriate professional to deal with the patient's enquiry.
HH warned that the new NHS GP contract imposed by the NHS is likely to lead to industrial action later in the year. The contract does not provide a sufficient financial increase to cover inflationary costs over the last few years and does not even cover the full cost of the rise in the minimum wage. GPs now have to take a cut in their earnings so as to cover the cost of running surgeries. GP surgeries across the country are closing and handing back contracts as they are no longer viable. Primary care has not received the pay rises achieved by other sections of the NHS. **HH** reported that in a recent vote almost 100% of GPs voted to reject the 2024/25 NHS contract. GPs are now considering what their next steps will be.

Date of next meeting 6th or 13th August 2024 7.00pm at Kintbury Surgery