

**Kintbury&Woolton Hill Patient Participation Group**  
**Minutes of the meeting held on Tuesday 15<sup>th</sup> November 2023**  
**7.00pm at Woolton Hill Surgery**

**Present** Peter Mason (Chair), Dr Heather Howells, Gavin Smith, Penny Brookman, Alan Cox, Mike Stapley, Betty Taylor, Tony Garland, Jan Wells, Claire McGregor, Amy Tropman, Jean Partridge, Rosemary Cahill,

**Apologies:** SarahGarland, Alan and Anne Budd, GillianGuy, John Willmott

**Welcome** Peter Mason welcomed all, pleased that some had now been able to attend, despite the difficulties of their working lives.

**Minutes of meeting on 15<sup>th</sup> August 2023** at Kintbury were approved and signed.

- 1. Health Watch West Berkshire Focus Group Meeting** in Coronation Hall Kintbury on 31<sup>st</sup> October. *Representation requested* was PPG Member, Patient, Reception staff and attended by **PM, SG, RC** and **GS** covering all necessary skills. This Government backed body now has funding for a further 3 years but with a very small team. They are meeting all West Berks Practices individually. Healthwatch is the local independent champion for people who use health and social care services. The purpose is to provide advocacy at a high level to Patients, where their own surgery is unable to resolve a problem. Health care providers can also seek advice and support from Healthwatch if a situation is beyond their remit.

There are explanatory leaflets in both surgeries. Healthwatch are in the process of creating a process map to explain the newly created clinical and support roles within GP Practices. **GS** reported that the Practice has already produced a similar document for patients. This information is on the Practice Facebook page and will be added to the surgery waiting room screens. once they are working.

**PM** expressed concerns over the tone of Healthwatch and the emphasis being placed on encouraging complaints about Practices. **GS** explained that it was important to work with Healthwatch given that they work closely with the Care Quality Commission. Healthwatch have concerns over NHS plans to create central hubs to triage phone calls around at least the PCN They were of the opinion that this could be detrimental to the needs and wishes of patients.
- 2. Covid Report** Numbers of Covid cases involving the latest variant have been rising. However, accurate figures cannot be calculated, now testing is no longer being registered.
- 3. Flu and Covid Vaccinations** These had been carried out with great efficiency at Thorngrove School, with a good take up of the offer of Flu and Covid at the same time. Due to uncertainty of vaccine delivery, this option was offered later that would have been liked, but note taken for next year. Special mention was made of the numerous volunteers who helped out at these clinics. Additional flu and Covid vaccination sessions are being provided at the surgery sites for those patients that were unable to attend the main vaccination sessions at Thorngrove.
- 4. Staffing** Currently Reception staffing is complete and more recent members are settling in well. **Shirley Cramp** and **Lauren Wilson-Storey** have joined the reception team and **Angela Ferguson** has retired from her secretarial position at the Practice. The Practice is still investigating the possibility of recruiting a second Pharmacist.
- 5. PPG Recruitment** No date fixed for proposed 'Open Evening'. **RC** to contact PPG member from another Practice who had commented in previous meeting on PPG recruitment.

6. **Patient Panel** Minutes of the September meeting had been circulated. **RC** To attend Zoomed WB AGM on Thursday 16th with guest speaker Sarah Webster, Executive Director for the ICB in Berkshire West. Minutes of that in due course.

7. **Housing Developments** The known planned developments continue.

Both **MS** (Kintbury) and **AC** (Ashmansworth) have asked their Parish councils to ensure that the Practice is informed of any proposed applications affecting this Practice area. **TG** is in close touch with BurghclerePC.

It is recognised that Surgery catchment areas overlap meaning that patients may attend Practices other than this one. **AC** requested area map for the Practice which is to be supplied. He is also endeavouring to get the Practice on to the Hants consultation system. **GS** will forward the catchment area map to **RC** for distribution.

**HH** made it clear that the extensive proposed development at Wash Water would currently be the main concern as K&WH is obliged to take all new patients who apply. Closing the books is not an option. There is some extra funding for new patients but this does not cover the full cost of additional staffing and other inevitable expenses.

8. **Members' Reports**

**PB** Continuing appreciation of the role of the Physiotherapist.

She also reported a very convincing phone call offering the installation of free pendant phone alarms. She deliberately pursued this further and a scam was notified but this was further highlighting the potential problems for those inadequately computer literate. (See comment in August minutes for the project Operation In Plain Sight.

**TG** Some patients unable to complete online booking. Backed up by **AT** through her experiences in school. **GS** advised that any patient experiencing problems with the online booking system should, in the first instance, contact the surgery for advice. Most issues can be resolved by the Practice but in a very small number of cases patients may need to contact the service provider for assistance.

**JP** Patients are unhappy with waiting time for phone to be answered. **GS** confirmed that the preferred telephone company has now been added to the approved list of NHS suppliers. The Practice is working with the company to replace the existing system with a full cloud-based system. This will provide a number of additional features and will resolve a lot of the waiting time issues experienced by patients. It is hoped that funding for this will be agreed by the end of the year.

**RC** Problem solved at and after the meeting.

The map can be found on our surgery website – [www.kintburyandwooltonhillsurgeries.co.uk](http://www.kintburyandwooltonhillsurgeries.co.uk) . On our home page just type in Boundary map in the search box at the top of the page and that takes you directly to the map. The map itself allows you to enter a postcode to see if you fall within our area. One point to note is the small area marked within the catchment map at the bottom left of the map (area covered by part of Faccombe estate). Any patients that live in this area and are already registered with us can remain with the Practice. However, people moving to that area will not be accepted by the Practice and will need to register elsewhere.

**Date of next meeting at 7.00pm on 6<sup>th</sup> February 2024 at Kintbury Surgery**