

Kintbury & Woolton Hill Patient Participation Group
Minutes of the meeting held on Tuesday 7th February 2023
7.00pm at Kintbury Surgery

Present Peter Mason (Chair),, Dr Heather Howells, Gavin Smith, Sarah Garland, Jan Wells, Betty Taylor, Anne Budd (accompanied by Alan for transport), Penny Brookman, Rosemary Cahill,

Apologies: Gillian Guy, John Wilmott, Tony Garland, Claire McGregor, Amy Tropman, Jean Partridge

Welcome Peter Mason welcomed everyone, especially Alan, and opened the meeting

1. **Minutes of meeting on 2nd August 2022 approved in November, now signed.**
Minutes from meeting held on 15 Nov 2022 were approved with minor deletion and signed.-
2. **Matters arising** –Patient survey taken later in the meeting.
3. **Covid Report** Little change with no obvious spikes in infections. Staff absences due to Covid have caused the Practice problems mainly given the length of absence required after any Covid infection.
4. **Covid booster and other vaccinations** The Practice had been rated as best in the West Berks area for the efficient delivery of booster and flu vaccinations. The surgery no longer provides additional boosters for Covid, although doses of the Flu vaccine are still available at the surgery.
5. **Staff update and recruitment** A new Clinical Pharmacist, Elan Ward has now held her first clinic and has made an excellent start. Elan is a qualified prescribing pharmacist, and will be working Monday – Thursday. Whilst Elan has been funded by our PCN (Kintbury & Woolton Hill, Lambourn and Hungerford) she will only be working at Kintbury & Woolton Hill.
Dr Pawel Klementowicz has now joined Dr Chacksfield as a Registrar at the Practice.. Both Registrars are qualified doctors, undertaking their final 1 year front-line placement in General Practice before qualifying as GPs.
Receptionist Pam Wallace has joined the Practice as a receptionist and is also undertaking training to become a dispenser. Mags Hunter has joined the practice as a receptionist. Both will be based mainly at Kintbury and seem to have settled in very well. The Practice is still struggling to cope with the dispensing of prescriptions, this has been due to staff shortages and absences. It is hoped that the 2 members of staff currently undertaking their dispensary training will alleviate these problems. Dr Howells explained that community pharmacies across the region are also struggling to recruit Pharmacists with a number of them reducing opening hours as a result of these shortages.
6. **PPG Recruitment** The mind map from the October Patient Panel meeting had been circulated.
Kintbury to be the main focus in encouraging new members local and from surrounding villages, while accepting that Burghclere (1), Ashmansworth and Crux Easton are also only lightly represented.
Patient Association leaflet **GS** had obtained a copy of their publication, which provides advice to help with recruitment to PPGs.
AB is now Chair of Hamstead Marshall PC and will hope to encourage PC members to consider serving on the PPG. Other PCs could also be targeted along with groups such as PTAs and social groups of other interests, which are widely supported in the Practice.
Television screens in Kintbury and Woolton Hill waiting rooms, Practice **facebook** page and other social media, print or digital, are to be used to give brief, simple and regular reminders of the value to everyone of the PPG and to encourage patients to join the PPG. **GS** and **HH** will look to see how patients could be encouraged to join the PPG and to consider whether a new Virtual PPG group could be set up. **GS** asked that contact details for advertising PPG recruitment in village magazines and websites are forwarded to him.

7. **Housing Developments** Those already being watched have made little progress to date. Of interest is the expected move of the Eastfield House Practice to a new medical centre near Newbury College.
8. **Patient Survey** of the 400+ sent out only 64 were returned with 2/3 from WH and 1/3 from Kintbury. Responses from 35 females and 29 males. 40 were from patients over 65 years of age. **GS** wondered whether patients receiving the survey by email might have had security concerns about opening the attached survey form and may have deleted the email. In future, the Practice could look at advertising the fact that survey forms were going to be emailed to patients well in advance of them being sent. The survey shows that the mixture of face to face and phone calls offered by the Practice was liked and preferred to internet or purely telephone consultations. The use of texts to notify patients when their prescriptions are ready has proved to be very popular. The survey is a contractual requirement but time consuming. Given the low level of response and the lack of responses from across the age ranges it is difficult to know how valid the findings are. The full results are to be published shortly.
9. **Members' Reports**

BT commented on problems experienced when booking in for an appointment via the waiting room computer screen. **BT** ended up waiting for her appointment, but the Dr was not aware she had arrived. **HH** reported that the Practice was aware of this issue and that **John Glover** (Practice IT Manager) was investigating the problem. **HH** stressed that it was always advisable to check directly with reception if you think that you are waiting for longer than expected for your appointment.

HH reported that there are still ongoing problems with shortages of some medications (including HRT), these seem to be due mainly to manufacturing issues.

GS reported that the Practice had made a lot of progress in clearing the backlog of medication reviews that had built up during Covid. In future annual reviews will take place in the patient's month of birth.

Date of next meeting

16th May 2023 at Woolton Hill