

Kintbury&Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 16th May 2023

7.00pm at Woolton Hill Surgery

Present Peter Mason (Chair),
Dr Heather Howells, Gavin Smith, Rosemary Cahill, Amy Tropman,, Sarah Garland,
Betty Taylor, Anne Budd, **John Willmott** (first meeting), **Alan Budd** (asked to join after last
meeting), **Jon Hemphill** (Deputy Chair Kintbury PC)

Apologies: Alan Cox (Chair Ashmansworth and oversight of Crux Easton), Tony Garland,
Gillian Guy, Jan Wells, Claire McGregor. Jean Partridge, Penny Brookman

Welcome Peter Mason welcomed Alan Budd, Jon Hemphill (Deputy Chair Kintbury PC),
Alan Cox (in absentia).

Peter Mason then explained that every GP Practice is expected to form a Patient Participation Group, representing all the major areas covered by the Practice. While confidentiality is essential PPG members are well placed to encourage comments and suggestions which can then be relayed to the Doctors and Management Team. This informal, personal approach proves especially valuable, facilitating relevant chats in the course of everyday conversations, while pointing to the ever-widening range of facilities available. There is a particular focus on assisting those patients for whom online working is unavailable or worryingly difficult.

Minutes of meeting on 7th February 2023 at Kintbury approved and signed

1. **Matters arising** *PPG recruitment*. All members to use their contacts to encourage younger members to join. Tony Garland to approach Burghclere PC for contact to replace his absences.. **AT** to provide **GS** with contact details for Woolton Hill Schools' secretary.

TV screens in surgeries still not working. Surgery IT Manager and NHS IT on the case.

Open Day Drs are to put together a plan for an Open Day to be held in the Coronation Hall in Kintbury in early September. **GS** suggested highlighting new clinical services now available.

2. **Patient Survey** was approved, signed, and summarised. These comments to be circulated after this meeting. **GS** highlighted the disappointing number of responses to the survey. **JH** suggested using a QR code for future surveys to increase the number of responses. This had worked well for a recent Council survey and could help increase the number of younger patients responding . **HH** agreed that the Practice should perhaps make more use of IT for future surveys. **GS** added that the Practice had recently started texting patients with a link to the Friends and Family Test (FFT) and this had resulted in a dramatic increase in the number of responses received with response increasing from 3/4 per month to well over 200 per month. **PM** raised privacy concerns with the FFT. **GS** confirmed that all responses were anonymous. Patients could see the overall markings given by responders, but only Practice staff with Admin access to the surgery website could read any comments made by patients.
3. **Covid Report** Booster programme now available for over 75s and those at particular risk. These will not be administered in the surgeries. Booking via the 119 Covid booking line, or online through the NHS Covid vaccination booking site. Concerns were raised that there were few if any local Walk in Clinic options for patients wanting to book their booster with many being offered appointments in Andover or Basingstoke. **GS** asked **RC** if this issue could be raised with Berkshire Healthwatch at the next Patient Panel meeting. **HH** confirmed that boosters for housebound and Care Homes patients would be delivered by the Oxford Health team. **HH** confirmed that there is not much Covid in this area at present. Masks are not now needed when accessing the surgeries but may be worn if preferred. They are optional for doctors, depending on particular patients' needs.

4. **Staff update** New member, **Helen Bray** joined the Care-coordinators' team on 15th/05/23. a second Pharmacist is proving difficult to find, which is a national problem at this time. Other roles for the Practice are being considered which might attract additional funding.
5. **Housing Developments** No awareness of further updates since the Wash Water application was turned down. Highclere may appeal concerning approx 40 units. Kintbury considering 20 units.
6. **Government announcement on accessing GP appointments.** **HH** updated the meeting on the NHS Delivery plan for recovering access to primary care. The plan has two central ambitions: Firstly, to tackle the 8am rush and reduce the number of patients struggling to contact their practice. Patients should no longer be asked to call back another day to book an appointment. Secondly, Patients will be informed on the day they contact their practice how their request will be managed. **HH** explained that if a patient's need is clinically urgent they will be assessed on the same day. If the patient's need is not urgent, but an appointment is required, the appointment should be scheduled within 2 weeks. Where appropriate the patient may be signposted to self-care or other local services, for example, a community pharmacy or self-referral services. Additional investment and training will be needed to fully deliver these plans. Patients are already being directed to the Practice Musculoskeletal Diagnostic Physiotherapist (Dr Aluko) and to the Practice Mental Health Practitioner (Rebecca Rowlands) rather than to a GP where appropriate.

GS explained that NHS England also announced that the role of community pharmacies will be expanded with pharmacies being able to prescribe oral contraception, and treat a number of conditions such as sinusitis, earache, infected insect bites and uncomplicated urinary tract infections without referring the patient to a GP. It is hoped that this will reduce demand for GP appointments. Concerns were raised by PPG members as to how this could take place given the lack of pharmacists and pharmacy services in the Newbury area.

7. **Telephone system** **HH** advised the meeting that under the NHS plans all GP surgeries will have to move to Cloud telephony systems with the aim of improving call queuing and allowing Practices to monitor and respond to peak call demand periods. The current Practice telephone contract expires in February 2024. The company that currently provides telephony services for the Practice is not on the list of approved NHS suppliers at the moment, but work is ongoing to request that this company be added to that list.

8. **Members' Reports**

Alan Cox had navigated the messaging system on line to achieve a recommended appointment.

Anne Budd is now on the Community Panel for West Berks working to improve the gap between accessing the various systems available for support for patients uneasy or unable to work online.

Amy Tropman asked for confirmation that the telephone line is only open from 8.15am for appointment booking. **GS** confirmed that this was indeed the case.

Dr Howells mentioned the possibility of becoming a **Research Practice**. This would be led by Dr Manser and available for eligible patients to take part if they wished. She also stressed the amount of information now available on the Practice website.

Dr Howells mentioned that, following a diagnosis of breast cancer and radiotherapy treatment, she had to lose her place in the recent London Marathon. Seeing an advertisement for a '**Not the Marathon**' event (laps over a measured course with 8 to be the equivalent distance to the Marathon itself) she entered and completed all 8 laps to the delight of both herself and the assembled meeting.

Date of next meeting 15th August 2023 7.00pm at Kintbury Surgery

Lifts required please for Betty Taylor and Rosemary Cahill