

Kintbury & Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 12th November 2024

7.00pm at Woolton Hill Surgery

Welcome – Peter Mason welcome to all members. Peter informed the PPG that Janet Wells has resigned. Peter expressed his thanks for her 15 years of service, and her expertise and experience. She will be sorely missed. Peter also requested that a formal letter of thanks be sent to her.

Present – Peter Mason (chair), Heather Howells, Gavin Smith, Magdalena North, Tony Garland, Sarah Garland, Rosemary Cahill, Elaine Brichard, Betty Taylor, John Willmott, Gillian Guy, Amy Tropman, Lorraine Cladingboel

Apologies – Anne Budd, Alan Budd, Alan Cox, Michael Stapley

1. **Minutes** - of meeting held at Kintbury Surgery on 13th August (circulated).
2. **Matters arising** – Anne’s Feedback from the Basic Life Support Course will be added to the next meeting, as Anne was unable to attend.
3. **Staffing** – Lorraine updated members. Lauren Storey-Wilson (reception) left. Jan Lambden and Rosie Jordan (reception) have been added to the team.
4. **Healthwatch** – Gavin told the group via Simon Shaw, that there is a Nationwide Survey open for patients and employees of the NHS to make their views known for the next 10-year plan for the NHS. Gavin will provide a link for this.
5. **GP Collective Action** – Heather updated us on this ongoing issue. GP Practices are continuing to undertake all contractual work, but many are taking at least one of 9 possible actions. Those actions range from withdrawing from data-sharing agreements to limiting the number of daily patient contacts to 25 (Kintbury & Woolton Hill Drs are regularly dealing with almost double that number). Going forward the Practice may decide to apply a ‘cut off’ if the daily appointment numbers become unsafe for Drs to manage. Unlike NHS hospitals, GP Practices will not be shielded from the recently announced NI changes as they are privately owned businesses. The cost implications from the changes are likely to result in Practices cutting staff or closing. Peter on behalf of all, offered support when requested, including letters to local MP’s. Heather will discuss with the Partners.
6. **FutureLearn** – Rosemary gave an overview of the recent Dementia course she recently completed. FutureLearn run many free courses available to everyone. She informed us of some very interesting facts, including that there may be a tendency as a gene has been discovered that seems to indicate the possibility of Dementia running in families. Though complex, testing is

advocated to ascertain the best way to treat – manage a diagnosis. There is currently no cure – only medication that may slow down the prognosis. In view of our ever-growing older community, this will be more and more commonplace.

- 7. Covid/Flu/RSV vaccination update** – Gavin updated us with the vaccination status. 1509 Covid/Flu 65 and over, 486 under 65. 94 children's nasal spray (still adding clinics) and 367 RSV vaccines. Care Homes and housebound patients all vaccinated too. We had a 68% uptake of RSV vaccinations which was higher than anticipated.
- 8. Feedback from Basic Life support course** – Gavin, on behalf of Anne, told us that she was **is** in the process of planning to get a Defibrillator for Hamstead Marshall. Anne also left some BLS books that were taken by PPG members. Gavin will investigate whether it would be possible to get more?
- 9. CQC** – Gavin gave an overview of a recent report into the operational effectiveness of the CQC. It revealed significant failings in their internal workings that have led to a loss of credibility. There is a backlog of inspections, and ratings have not been updated. Bad reporting and uniformity of the rating system needs to be made better. Basically, it is in need of improvement. Changes will start to be made soon hopefully.
- 10. Housing & Planning** – No new applications have been submitted as far as we know.
- 11. Dispensing update** – Gavin shared that changes had been made to prescription processing within the Practice to try and improve turnaround times for prescriptions. Early signs are promising and our dispensaries have managed to get back to a 5-day turnaround on prescriptions. Hopefully Streamlining will continue to get this figure lower.
- 12. Member's reports** – Gavin informed us of Carer's Rights Day upcoming. Details to be advised. The appointment system was discussed, and Heather agreed there needs to be a discussion on adding PM appointments. Tony asked about the phone system – still having a few glitches. Heather advised that Coils, Cervical smears and contraceptive clinics may be in danger of being denied because West Berkshire Council may cut the funding. Will be monitored. Blue Badge form requests now tell patients not to approach GP's for medical history etc. It was agreed by Heather that patients could ask reception for a brief summary – as suggested by Lorraine.

Next meeting 4th February 2025 - 7pm at Kintbury Surgery

Car sharing encouraged and lifts needed for November and February meetings for those who prefer not to drive at night.

