

Kintbury & Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 11th November 2025

7.00pm at Woolton Hill Surgery

Welcome – Peter Mason welcome to all members.

Present – Peter Mason (chair), Heather Howells, Gavin Smith, Sarah Garland, Betty Taylor, Alan Cox, Tony Garland, Mike Stapley, Avril Cole, Eliane Brichard, Simon Shaw (guest – Healthwatch West Berkshire), Maggie North, John Willmott, Gillian Guy and Clare Waters (Secretary)

Apologies – Anne and Alan Budd, Amy Tropman

- 1. Minutes** - of meeting held at Kintbury Surgery on Tuesday 19th August 2025 (circulated).
- 2. Matters arising – PM** raised that St Michael's School Burghclere pupils falling under WH surgery catchment. **TG** – confirmed the school currently has 78 students (48 are boarders) and 8 staff. **GS** – confirmed that although the school website states that the school works closely with the Practice this is not the case. The Practice has seen a number of students over the years as temporary patients and the Practice will continue to provide access to students as temporary patients if they require an urgent appointment. However, pupils tend to remain registered with their own GP. In 2018 the surgery wrote to the school to inform them of this.
- 3. PPG Vacancies – GS** confirmed the position of secretary has been filled by Clare Waters who previously worked at the surgery and was introduced to the attendees. **GS** confirmed that per the request from the August 2025 PPG meeting he has been able to confirm the next Patient Panel meeting date. This will be held on the 20th November 2025 at Shaw House Newbury. **GS** will attend this meeting as a representative of the PPG. **GS** has also requested minutes from previous Patient Panel meetings, but incorrect ones were sent. **SS** will kindly contact The Patient Panel and obtain recent minutes. **PM** requested advance notice of meetings to be circulated amongst the PPG to allow other PPG representatives to attend. **SS** confirmed most meetings are held via online (Zoom) with a few in person meetings.
- 4. Staffing Updates – GS** updated the meeting on staffing updates. Clare Waters (Care Team and Reception) has left the practice to take up a new role.

Emily Adams has joined the practice to join the Care Team along with Shelly Hambrecht who will also be working in the Care team alongside her role as receptionist. Cassadra Draper (receptionist) has recently joined and is enjoying the role. Carol Bees (receptionist) will also be joining the surgery working at both sites. Clara Dasilva (dispenser) has joined the dispensary team. Jayne Woodward (receptionist) has left the practice. Christine Jago (Surgery Manager) will be leaving the practice. **GS** confirmed a new registrar (Sal Motin) joining in February 2026 currently working at Burdwood Surgery. The current two registrar's due to leave in February. Elan (pharmacist) will begin her maternity leave in January. Florence Ezekwesili (pharmacist) will take on her workload. **MS** query number of pharmacists funded. **GS** confirmed additional funding available to cover Elan's role, and a duty pharmacist will be employed if required as contingency money available. GP's also will be covering some of Elan's tasks.

5. Flu/Covid Autumn vaccination plan – GS updated the meeting on the recent Flu and Covid Booster clinics. Excellent uptake of the vaccines. **GS** felt the weekend of the 11th and 12th October held at Thorngrove went well, 2,000 patients vaccinated. **AC** felt longer queues on the Saturday morning than previous years. The booking in process appeared to be the problem rather than the administration of the vaccines. **GS** – some issues with laptops and staffing on that morning, which will be used as a lesson for future vaccination clinics. **GS** – Clinic held at Kintbury on Saturday logically went well no traffic issues. Woolton Hill's two remaining vaccination clinics 11/11/25: 40 doses administered and Friday 14th November at Woolton Hill a further 120. Exhausted the allocation given and any patients still requiring Flu or Covid vaccines will now be directed to the National NHS site. All care homes and Housebound patients have been vaccinated. **MN** – query ref why the change in age range eligibility for Covid jab. **GS** – explained this age range has a higher risk of severe illness and hospitalization.

- Uptake of Covid vaccine:
 - Over 75 age group 74 %
 - Under 75 and immunosuppressed 43%.
- Uptake of Flu:
 - age group 18-64 45%
 - Over 65: 77% compared to last year's total of 80%.

This year's figure expected to increase with the remaining clinic on Friday. Child flu age group 2-3 years 67% compared to 45 % last year. Nurses have offered different sessions times in the week and weekend this year. School age children age 6-17 received vaccination at school and no record of uptake available. **SG** – Confirmed will remove Flu banner from Neighbour Care website.

6. GP collective action – HH – Discussed the new GP contract change regrading online consultation tools. Three routes to contact your GP surgery 1) Through the door 2) Telephone 3) Online. The proposed contract stipulates that all three routes to be open from 8.00 -6:30pm resulting in having to accept online request until 6:30pm. Concerns that an urgent online request for example chest pain could be submitted at 6:25pm. BMA in dispute with the Government's proposal over the times online request can be made, as feels no relevant safeguarding plans have been considered. **HH** – Confirmed moving from online tool Footfall to Acuurx will allow the surgery to manage the requests quicker. Majority of enquiries coming into the surgery is through the phones or from patients coming into the surgery. **MS** - Raised the surgery using two system for patients requesting prescription Patient Access and NHS App. Patient access does not allow you to attach documents. **GS** – advised that it seems likely that in the future the NHS App will be used exclusively. Patient Access still to be used as a small percentage of patients can't order medication without Patient Access. Confirmed the surgery does not have to pay for either system.

7. Housing / Planning – PM – Raised the new proposals from Basingstoke & Deane Council to build approximately 500 new homes opposite the Bewley Homes Watermill Bridge development (270 homes) at Wash Water. The 500-house development area lies on a floodplain that will fall within the surgeries catchment area. Pointed out 500 homes could equate to x 3 people per home therefore approx. 1500 people. **GS** – highlighted several issues. Transport has been cut within the district with no bus service running from Woolton Hill or the proposed site to Newbury. The Surgery is in the process of writing a letter to Basingstoke and Deane council detailing concerns at the number of proposed new houses and no public transport. **AC** suggested also sending the letter to Newbury Council, local councils, borough council, and local Parish Councils. **GS** will circulate the letter to the PPG members and **PM** confirmed PPG to also write to the council with their concerns. **EB** – The organisation 'Teaching Adults to read' has seen the implication of the bus route being withdrawn as people unable to get to Newbury. Possibility of having room at the surgery for them as presently using coffee shop chain at Tothill services. **GS** – raised will only get worse as change in driving law over 70's will have to renew their license every 3 years. **MS** – query how many new patients can the surgery accommodate? **GS** – didn't give a number but the infrastructure of the surgery and room availability is now almost at capacity. **SG** – Planning application stipulates new surgery to be built as part of the proposal. **TG** – confirmed the proposed development at Burghclere for 17 homes on hold.

8. Members reports / AOB – GG and JW Missed the covid and flu vaccinations at Kintbury and Woolton Hill, had vaccination at Lambourn, asked if their medical record would be updated. **GS** confirmed yes it will. **GS** - hoping to join a webinar on the 19/11/25 on why patients miss multiple appointments. Surgery has a low number of DNA. Text reminders are sent. Surgery keen to decrease the number of longer appointments being DNA's e.g. 45-minute nurse and 30 minute doctors appointments. **GS** – Ann Budd continues to champion the need for additional funding for rural practices through Oxford academics and contact with Wes Streeting. Ann will continue to attend the PPG meetings when she can. **PM** – received flyer through his door advertising online prescription service that deliver. **HH**- discussed could be seen as a threat to our dispensing service. **GS** confirmed a small number of patients are using it. **PM** – reminded 6 years ago the battle to keep the dispensary services at the surgery with funding cuts, important to keep this vital service at the surgery. **MS** – confirmed a place for online pharmacies and medication delivery now more than ever with the bus service cancelled.

9. Healthwatch England report on NHS complaints – GS – Discussed report that headlined with NHS complaints new high in 2025. Queried the statistical robustness and other factors to be considered such as population increase. **SS** – confirmed will email Health Watch England ref the statistics used. **HH** – Confirmed the surgery holds regular complaint, feedback meetings. Majority of complaints/feedback relate to systems rather than personnel. Complaints are taken seriously by the surgery and used as a learning tool to improve services. **GS** – Friends and family texts also used to gather feedback.

10. Prescription Service for patient's: stoma, urology, trans anal irrigation – GS/HH – Discussed new stoma services service commissioned by BOB to now supply the equipment directly to patients. The service will contact patients directly, order products for them with support of stoma and catheter nurses. New system makes sense as the services and staff are specialised in this area. Surgery will provide list of patients to the service who currently use these products, and new patients will be directed to suppliers. **TG** – does the surgery deal with catheter changes? **HH**- confirmed in emergency yes they could and would but is not a core service and therefore would be directed to A&E.

Date of next meeting - Tuesday 03rd February at 7.00 pm at Kintbury Surgery.