

Kintbury & Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 12th May 2026

7.00pm at Woolton Hill Surgery

Welcome – Peter Mason welcome to all members and to Emma Goodson (Practice Manager Kintbury & Woolton Hill Surgeries)

Present – Peter Mason (Chair), Gavin Smith, Avril Cole (**AC**), Alan Cox (**ACX**) Maggie North, Betty Taylor, John Willmott, Sarah Garland, Amy Tropman, Elaine Brichard, Emma Goodson

Apologies – Clare Waters (Secretary), Tony Garland, Gillian Guy, Michael Stapley, Dr Howells, Anne Budd and Dr Hobby

1. **Minutes** – of meeting held at Kintbury Surgery on 3rd February (circulated) – **JW** highlighted a number of minor errors in the minutes. **GS** agreed to look at them and correct them before **PM** signs the minutes
2. **Matters arising** – **GS** thanked **ACX** for informing him that the Ashmansworth taxi service (bus replacement service) leaves at 10am rather than 11.30am as detailed at the previous meeting and in the minutes. **GS** explained that details of the Practice management team structure has yet to be sent out as a new Reception Team Leader was due to start in the next few days. As soon as the manager has been confirmed in post **GS** will forward details to members. **GS** explained that the Men's Health survey was not forwarded to Parish Councils as the survey closure date was earlier than expected. **AC** confirmed that she had yet to be contacted by **HH** with details of the Move with Cancer 5K run. **HH** was also going to check whether CancerCare was detailed on Practice letters to newly diagnosed cancer patients. **GS** will follow up with **HH**. **GS** confirmed that a surgery update had been provided for the local Parish magazines and that it had been published in all of them apart from the Burghclere magazine. **MN** explained that some changes

have been made to the Burghclere magazine editorial team and offered to pass the update onto the appropriate person. **GS** will update the article and forward it to **MN**.

3. **Patient Panel – GS** advised that the next Patient Panel meeting (via Zoom) was scheduled for Tues 19th May. Any member willing to attend the meeting should contact **GS** for joining details. **GS** will email the agenda for the meeting to members.
4. **Surgery staffing updates** -Emma Goodson has been formally appointed as Practice Manager. Yvette Eltringham will be joining the Practice as Reception Team Leader in the next few days. Clare Waters has been appointed as Compliance Manager. Claire Parsons has joined the Dispensary team. Claire will be working on Saturdays, and it is hoped that her appointment will help to clear the dispensing arrears. Karen Rackham and Jill Harle have joined the reception team and will be working at both sites. Dr Leonardo Jones joined the Practice in April as a Registrar. Dr Lottie Hobby will be joining the Practice in August working 4 sessions per week.
5. **Covid spring vaccination update – GS** reported that approximately 650 patients had been given the Covid spring booster at the surgery. 70 housebound and care home patients have also been given the booster by members of the clinical team. Over 1500 eligible patients were invited to book their booster. The Practice had to call 191 patients to invite them to book their appointment. This was due to either the patient not having a mobile number or email address recorded on their records, or because the mobile number held was no longer in use. **GS** explained that it was extremely important that patients provide up to date contact details not just to cut down on the time involved in trying to contact patients, but also for patient safety.
6. **Housing/planning – MS** had messaged **GS** prior to the meeting to advise that there were no new housing developments pending within the

Kintbury Parish area that would impact on the Practice workload. **GS** reported that Basingstoke Council had gone back to central Government to report that planned housing development numbers could not currently be met due to the lack of infrastructure. In particular water companies do not have sufficient mains water capacity or the mains drainage infrastructure to cope with the number of new homes proposed. Local ICB's had responded to the proposed housing development at Oakley Farm, Wash Water. They had expressed their concern at the lack of consideration given to healthcare in the proposals and had pointed out that the Council or developer would need to provide additional healthcare funding if the development was to go ahead. The approved development at Watermill Bridge was still on hold as there are still issues over mains water supply and drainage.

- 7. Newbury/Andover bus replacement – SG** confirmed that Hampshire County Council cabinet member - Lulu Barrowman had still not been in contact regarding the ending of the Andover/Newbury bus service and the additional demands placed on Neighbourcare drivers as a result of that decision. **GS** reported that East Woodhay Parish Council are still pushing for the bus service to be reinstated.
- 8. Repeat prescriptions - PM and AT** raised concerns over a number of dispensing errors and delays that had been brought to their attention by patients. **EG** apologised and explained that the Practice was aware of these problems and were taking steps to address them. **EG** is due to meet with the dispensing team and then the GP Partners over the next week to plan how best to tackle the backlog and how to reduce the number of dispensing errors. The fact that the Practice Pharmacist is on Maternity leave, the Pharmacy Technician is on long-term sick leave, and the Dispensary manager has recently left her role at the Practice has had a major impact on both turnaround times and accuracy. The Practice has already taken on an additional dispenser to work on Saturdays and will be recruiting a trained dispenser to join the Practice over the next month. The Practice has employed a company to provide 'remote' pharmacists whilst the Practice pharmacist is on maternity leave. They

will undertake medication reviews with patients over the telephone and deal with a range of medication requests and queries.

9. **Members reports / AOB – BT** reported that the Fairclose centre is no longer providing transport for people wishing to attend the centre from Hampshire. **GS** will speak to the Practice Social Prescriber to see if she knows anything about this and then report back to members. Members agreed that Fairclose helps a lot of people and that losing access to its services would have a detrimental impact on the local population. **ACX** has stepped down from Ashmansworth Parish Council but will continue to be a member of the PPG. **GS** reported that due to an increase in number of patients registered with the Practice they are required to provide an additional 30-minutes enhanced access for patients each week (access during weekday evenings and/or during Saturday morning surgeries). The Practice will look to minimise the impact on Drs by allocating the additional time to medication reviews provided by the remote pharmacists and/or to appointments with the Practice Social Prescriber. **GS** reported the Health Coach currently employed by the Practice has been very popular and her programme has demonstrated some very positive outcomes for patients. However, there is uncertainty over future funding for her programme. **GS** – car parks at both surgeries will have parking bays re-painted over the summer. **GS** The letterbox at Woolton Hill surgery is to be replaced over the next few weeks. The wooden surround has rotted away, and a more secure letterbox will be installed. **EG** informed members that Dr Hobby will attend future PPG meetings instead of Dr Howells.

Date of next meeting – 11th August – 7pm Kintbury surgery