

Kintbury & Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 18th August 2026

7.00pm at Kintbury Surgery

Welcome – Peter Mason welcome to all members

Present – Peter Mason (Chair), Gavin Smith, Clare Waters (Secretary), Dr Lucy Hobby, Tony Garland, Elaine Brichard, Betty Taylor, Sarah Garland, Gillian Guy, John Willmott, Michael Stapley, Alan Cox

Apologies – Avril Cole, Anne Budd, Maggie North,

Minutes – of meeting held at Woolton Hill on 12th May (circulated)

1. Matters arising – GS

GS – Request from previous PPG meeting for GS to provide a copy of the Practice Management Team structure at the surgeries was fulfilled. GS – circulated up to date structure to all members.

GS – Confirmed will be placing a Surgery update page in the Parish magazine in October. This will include details of the upcoming Flu and Covid winter vaccination programme, list clinicians and services provided by the surgery and the impact Did Not Attend appointments have. **GS** – will also place update In Burghclere magazine. **TG** – suggested that GS send a copy to the Burghclere Parish Council clerk for inclusion in the Burghclere Bulletin and to copy him in on the email.

GS – Confirmed new letter box installed at Woolton Hill. New marking of car park spaces underway at both sites and will be finished when weather permits.

2. Patient Panel- GS

GS – Confirmed has forwarded minutes of the last Patient Panel meeting with updates to follow. **GS** discussed larger role/ route of the Patient Panel for patient feedback and involvement in which services are commissioned in the NHS. Requested possibility/need for a member of

the PPG to attend future Patient Panel meetings. Three a year face to face at Shaw. **SG** – requested dates and times GS to send to her (ACTION). **GS** – Provided update to the Patient Panel on: Loss of Bus Service and thoughts on Strategic plan.

3. Wash Common Community festival PPG Stand – GS

GS – Confirmed date of Festival 26/09/2026 at Falkland Cricket Club start time 1:00 -5:00pm. Falkland Surgery PPG will have a stand at the festival to advertise the role of the PPG. Adrian Barker (Falkland Surgery PPG member) enquired whether any members of the Woolton Hill and Kintbury PPGs would be available to attend, as areas of Wash Common fall under Woolton Hill and Kintbury surgery boundary. **GS** – will put together packs detailing info about the surgery and how to join. AC (Avril) – has confirmed she will attend the stand to represent the surgery. **GS** – Request for other members of the PPG to help. **PM** – Raised the possibility of Woolton Hill and Kintbury PPG having their own stand with timed slots for members to cover.

4. Surgery staffing updates – GS/CW/LH

GS – Dr Sal Motin finished his rotation with the surgery end of July. Dr Leo Jones – is taking a break from his GP training to join a National Director Fellowship Scheme and finishes on 31/08/26.

Dr Lottie Hobby has joined the surgery as a salaried GP working 14 sessions per month and will work at both sites. Yvette Eltringham Reception team Lead has left her position and has been replaced by Shelly Hambrecht. Jill Harle has left her Receptionist Role. Audrey Whittaker (Admin) has retired but will remain with the surgery on Zero hours as cover for reception. Daniel Farrington has started with us in Dispensary as a Dispenser. Suzy Croft started in July as a Receptionist. Rae Sorensen joined in August as a Receptionist. We are recruiting for a New Practice Nurse to join the team. Arron (Nurse Associate) to leave for a year to complete his nursing training. Elan (pharmacist) returns to the practice in January 2027. Hayley (Pharmacy Technician) currently off work. Surgery is using remote Pharmacists in their absences.

5. Repeat Prescriptions- GS

GS – advised turn around for processing prescriptions has improved and currently sits at 7 working days. **LH** – confirmed partners are continually looking how to improve the service. Discussions taking place to reinstate dispensing repeat medication at Kintbury and using an off-site bagging service. **GS** – confirmed number of errors reduced. **PM** – expressed that the time lag in ordering to receiving the prescription was the main concern. **LH** – Practice aware of the problem and taking improving the service extremely seriously.

6. Flu/Covid Autum vaccination update – GS

LH – Advised will be vaccinator lead for Surgeries. The main Flu and Covid clinic will be at Thorngrove School on the weekend of the: 17th and 18th October 2026. Slightly later than planned due to original order for Flu vaccine being cancelled by the supplier. Vaccines have been reordered with a different supplier. Same service as previous years. Housebound patients and care homes will be given the vaccine by GPs. Everyone over 65 and those in a vulnerable group will be invited for a flu jab. If eligible over 75's will also be offered the Covid vaccine at the same time. For those unable to attend the weekend vaccination dates, catch up clinic will run at Woolton Hill and Kintbury surgeries. **PM** – felt the process and using Thorngrove as a base works, efficient and quick. **GS** – advised will send details of the vaccination dates to Parish Magazines and websites such as Neighbour care. **LH** – Booking for appointments can be completed online. Query raised by JW over difficulty of couples booking appointments online with times close to each other. **LH** – advised looking for same time with other clinicians administering the vaccine by moving down the appointment page. **PM** – query how could this be communicated to patients. **GS** – To add to details provided to Parish magazine and website. **LH** – confirmed carers will be offered a vaccination.

7. Patient reviews – PM

PM – advised that some couples have reported being invited in for their review, but partner hasn't. **LH** - confirmed all patients who require a review should receive an invite and if they don't to contact the surgery. **GS** – confirmed NHS requirement to have a review. The system will note review date and reminders sent to patient that are overdue to book review. **GS** confirmed that the text will specify which clinician the patient needs to book in with. **MS** raised the time lag from having a blood test and seeing a GP query will results be relevant. **GS** – confirmed enough appointments therefore should not be a problem.

8. Newbury / Andover bus replacements – GS

GS – following recent discussion with council, Paul Hurst was hopeful of the possibility of a bus route being reinstalled. **SG** – advised that a taxi share service available Monday and Friday. Will provide details for surgery to share with patients. Handy bus also runs from the villages to central Newbury every Wednesday.

9. Housing/ Planning – GS

GS – No new news on the proposed new homes Wash Water area. **TG** – advised proposed 18 houses in Burghclere area.

10. Members reports / AOB

GS – AB requested in her absence GS to provide an update on her behalf. Evidence that the heatwave has affected the elderly this summer. Elderly patients more likely to be unable to attend appointments in rural areas, lack of transport cited as one of the main reasons. This theme continues with the elderly unaware of changes in the NHS. Accessing dentistry also more difficult and foregoing appointments.

GS – Advised that once funding secured plan to install solar panels at Kintbury and air conditioning units in reception areas at Kintbury and Woolton Hill plus two clinical rooms. **GS** – Stop October (non-smoking) will be advertised at the surgery. **GS** – advised new telephone system to be introduced to both sites ETA end of October beginning of November 2026. The system will allow telephone data to be analysed, statistical data used to proactively manage staffing level in line with demand.

GG raised that the 6-7 working days for prescriptions can confuse people and assume it will be 6- 7 days from requesting the medication.

Several members expressed thanks for the fantastic service the surgery provides.

BT – advised that she was no longer attending Fairclose Centre reason given by Fairclose she lives out of catchment. **PM** – confirmed will check with member of staff at Fairclose Centre ref the policy.

EB Raised experience she recently had with the online Pharmacist at the surgery. Following her checking with Boots Pharmacy felt the advice the surgeries online Pharmacist provided her ref medication and altitude was incorrect. **LH** – Requested **EB** to put her experience and concerns in writing to the surgery.

MS requested update on move from patient access to the NHS app. **GS** – Advised they will work independently. NHS app is now the main route for patients to access online services. Aware of a small number of patients unable to use the app.

TG – Reminder that Burghclere Parish Council website available and updated regularly.

Date of next meeting – GS to advise

