

Kintbury & Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 6th August 2019 at 7.00pm in Woolton Hill surgery

Welcome **PM** welcomed all to the meeting and introduced Elaine Brichard as a new member. **GS** said that Liz Willmott had decided on full retirement, but her husband John Willmott would like to join the PPG.

Present: Peter Mason (Chair), Gavin Smith, Jan Wells, Margaret Burgham, Amy Tropman, Betty Taylor, Sarah Garland, Anne Budd, Tony Garland, Gillian Guy, Rosemary Cahill (Secretary)

Apologies: Colleen Harvey, Penny Brookman, Chris Turner, Claire Leach, Jean Partridge. Adrian Barker (*see below*) had received the Agenda but was unable to attend, while hoping to be at the November meeting.

1. **Minutes** of the meeting at Woolton Hill on 13th May 2019 were amended, approved and signed.

2. **Matters Arising**

Practice Priorities 2018/19

a) **Missed appointments** – **GS** reported that missed appointments were stable, but the partners felt an annual reminder would be useful. With more people using Patient Access for booking, the response had improved. This practice has below the national average for missed appointments. The lack of phone facility on Saturdays had been flagged up but a solution was still some way off.

b) **Wellbeing** – Heather Emmings and Gavin had met with Anne Record (Social Care practitioner West Berks Council – West Two locality) to explore the possibility of setting up a Dementia Support Group, along the lines of one now running in St Mary's Church in Thatcham. Gavin and Heather will contact Hayley Dunn who runs the group for advice and guidance on setting up a support group. This is primarily for carers who will be able to access 1 to 1 advice while there are sufficient carers available to look after the dementia sufferers themselves who come with their carers. Essentials for a similar group would be a dementia friendly venue (re-furnished White Hart Inn suggested or a local village hall), a lead to manage the project and 2 other volunteers to run it. **CL** had expressed an interest in taking a major part in this and **SG, GG & EB** were also interested. Thatcham meet every week), but once a month is considered adequate. There are on-going talks with Broadmead who run a Memory café monthly and there is a weekly Community Café held in St Thomas' Church (WH).

3. **PPG Development Team**

Newsletter **RC** The summer Newsletter was distributed to both surgeries mid-June and all copies have now been taken. Several members had not received them, so **RC** to resend to all members. 100 copies were made, so a big increase in the distribution from the Winter issue. Future issues are likely to be in November and May.

4. **Friends of Kintbury & Woolton Hill GPO Practice**

The Trustees met recently and signed off the **Governing Document** which needed numerous drafts to ensure the legally correct wording as required by the Charity Commission. Full registration awaits an initial income of £5K. The Newsletter will be used to clarify the accurate, and essential legalistic language of this document. There will be no membership. The practice is to be asked to produce a wish list of potential projects under the terms of the Charity's objectives, for which money might be raised. The Charity is now registered as a good cause under the West Berkshire Lottery, which has been running successfully for about a year. Publicity will be in local schools (**AT**) and also the Burghclere, Kintbury and East Woodhay magazines (**JF**). This is open to all and can be done by telephone for those without computers.

5. Enhanced Hours scheme

The additional hours required are now in place. Phlebotomy clinics will take place on some Saturday mornings and additional Nurse led clinics will be held on some evenings and Saturdays, providing services such as contraception and travel vaccination advice. Both much appreciated by full time workers. These are now bookable through the main Practice computer, which generates text reminders.

- 6. Patient Survey** **AB/RC's** recommendations had been noted. The National Survey showed that questions needed to be very carefully phrased to obtain the most helpful answers. There are some areas in which K&WH score highly but others needing some attention, particularly as the basic questions are applied to all practices, with no differentiation between different types. This year's Patient Survey, needed in the near future, will take these points into consideration. **AB&RC** offered to assist in the collation of results.

7. Staffing

Carolyn Tilbury has joined the practice on a temporary basis to assist Karen Oakton (Practice Manager) with work on the CCG and the requirements and policies for the CQC. She is an ex-Practice Manager and is fitting in very well indeed. Dr Heather Howells on sabbatical until 15th September.

8. CQC

JF advised that there is a skype meeting planned with the CQC in early September with a formal onsite visit expected in the weeks/months following.

9. CCG, PCNs (Primary Care Networks) and BWICP (Berks West Integrated Care Partnership)

K&WH now linked as hoped with Hungerford and Lambourn. All well so far.

- 10. Patient Panel Meeting** No further dates known. Adrian Barker as Chair of the PP hopes to join us for the November meeting.

11. Members' Reports

TG asked about practice capacity. The register stays open to all within the designated catchment area.

Taking of blood at surgery This is done for many patients, depending on staffing and complexity of tests. It is hoped that Saturday clinics may improve the situation.

Kintbury PPG more Kintbury patients to be encouraged to join the PPG. Delighted to welcome Mr Willmott in due course.

RC Patient booking online and giving reasons for the booking, was surprised that the doctor appeared to have no knowledge of the issues listed. **GS** said that this information was put direct into the booked slot requested and advised checking the format of the programme when making the appointment. **RC** to pass this to the patient.

Park Run now delayed until October.

Fibromyalgia Group still running and much appreciated. There is a Newbury group offering various other activities and speakers.

Reception improvements planned i.e. new blinds etc. Project for new Charity

Recycling is being taken very seriously by the practice.

K&WH Practice Photography Competition – see publicity out soon.

Date of next meeting Tuesday 12th November 2019 at Kintbury

AUGUST SUMMARY NO SPACE!

see improved website or request a copy from Secretary (253306)