

Kintbury & Woolton Hill Patient Participation Group

Minutes of the meeting held on Tuesday 11th November 2019

at 7.00pm in Kintbury surgery

Welcome PM welcomed John Willmott to the PPG, taking over from Liz Willmott who had decided to retire. Adrian Barker, recently elected as Chair of the Patient Panel, was welcomed as an observer.

Present: Peter Mason (Chair), Gavin Smith, Jan Wells, Chris Turner, Betty Taylor, Sarah Garland, Anne Budd, Elaine Brichard, Gillian Guy, Rosemary Cahill (Secretary)

Apologies: Margaret Burgham, Colleen Harvey, Tony Garland, Penny Brookman, Claire Leach, Jean Partridge, Amy Tropman.

1. **Minutes** of the meeting at Woolton Hill on 6th August 2019 were amended, approved and signed.

2. **Matters Arising**

Practice Priorities 2018/19

a) **Missed appointments** – **GS** reported that figures for the last 6 months had been received. 323 doctors' appointments had been missed which was 3% of the total offered and still better than the national average. Publicity continues in local magazines and on the screens, with texts sent to all where available. Text reminders cannot be sent for Evening and Saturday appointments, but patients are advised of this when booking. Additional notification is given where deemed necessary. Letters are sent to those who have missed several appointments and all are urged to notify changes in phone numbers, both mobile and land lines. No data available for Nurses' appointments missed. Monthly stats detailing the number of missed appointments during evening and Saturday surgeries are sent to the CCG along with explanatory notes.

b) **Wellbeing** – There is a West Berks Dementia Support Group. St Mary's Thatcham have a Dementia Café run informally with 5/6 volunteers and led by Haley Dunn. Gavin has spoken to Hayley about the possibility of the PPG setting up a Dementia Support Group in this area, who advised meeting monthly, start small and try to find a neutral Dementia friendly venue. She noticed that many of the carers attending the Dementia Café have formed strong and lasting friendships. Observers welcome. **AB** mentioned possible venue at White Heart Inn, Hamstead Marshall which is dementia friendly. National 'Sing-along' to be investigated

Photographic Competition had produced a number of excellent photos. Judging to take place shortly.

3. **PPG Development Team**

Newsletter RC The Autumn / Winter edition was tabled. Printing was now being done by RC with kind permission of St Martin's School. 100 copies done with more available if needed. There is some doubt if formatting is consistently stable for emails.

West Berks Lottery with current subscribers will bring in £186-£200 per year.

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

The East Woodhay Silver Band and Footnotes, a group of local singers, have arranged a concert in EW Hall on 23rd November. Free entry, glass of wine and raffle. Retiring collection in aid of the Friends.

5. **Enhanced Hours scheme**

The required 37 hours over 4 weeks are now in place. Additional GP sessions may be provided over the winter period to try and reduce avoidable A&E attendances during Surgery hours. There is extra funding for this but any additional sessions will be dependent on the availability of Locum Drs. Evening and Saturdays remain popular. Fortnightly **Saturday phlebotomy** sessions are now provided (sessions alternate between the two surgery sites) but appointment uptake needs to be encouraged. All bloods taken at these sessions will be processed via the RBH and therefore, patients requiring blood tests for Hampshire Hospital appointments and Hampshire INR clinics will not be able to book into these sessions.

6. **Green Impact for Health HH** outlined the various suggestions put forward by RCGP – Royal College of GPs. e.g. 2 sided documents, new energy suppliers, more paper bags etc. **Inhaler recycling** is now possible, so both surgeries will set up facilities to take back used ones (screen reminder to be put up). **JW** offered to take to nearest collection point.
7. **Patient Survey** **HH** reported that the CQC have confirmed that following their Annual Regulatory Call to the Practice, they will not be coming out to inspect the practice on this occasion. The inspector called to let us know on Tuesday and we now have the confirmatory letter too. The inspector said that she felt from the call that the Practice was doing some good work and so unless they get any new information to suggest they need to visit they will be in touch again at some point next year to start the process again. It is anticipated that a full inspection will take place during 2020 or 2021. Patient survey will now follow the National format which allows Practice specific comments on the results. Where the need for attention is highlighted, these will be addressed by the questions used in the survey when issued. **AB/RC** offered to help collate when needed.
8. **Staffing West Berks Primary Care Network** (Hungerford, Lambourn, K & WH) has appointed a **Social Prescriber**, **Becky Neeves** working across the three surgeries. Becky will be based at Kintbury on Wednesdays and at Woolton Hill on Fridays. The aim of the Social Prescriber is to empower patients to take control of their own health and under guidance of a GP, Social Prescribers will help patients create personalised care and support plans. Becky will sign-post patients to local community groups, voluntary organisations and services as well as provide support for people who are lonely, isolated or have mental health issues or complex social needs, which affect their well-being. (see Newsletter). The West Berks PCN is expecting to appoint a **Pharmacist** early in 2020. The Pharmacist will help to reduce GP workloads and allow GPs to spend more time diagnosing and treating patients with more complex medical conditions. Medicines Optimisation Pharmacists already work with Care Homes, ensuring that medication regimes add value to residents' health and well-being, that only appropriate medications are prescribed and encouraging cooked, nutritious meals, reducing the need for the prescribing of nutritional supplements.
9. **CCG/WBICP** Discussion is at consultation stage to merge the CCGs of Berks, Bucks and Oxon.
10. **Patient Panel** meetings now planned for 29th November, 27th February, 13th May. Adrian Barker was asked to send the PPG's best wishes to Lis Whittaker, the PP Secretary, who is recovering after her stroke but has decided to retire. A new Secretary is sought. The Downland PCN may take this on.
11. **Members' Reports**
 - a) There had been a number of comments regretting the 'chaos' experienced over the 'flu jab queues, with few days allocated. It was explained that there had been considerable difficulty in obtaining the supplies ordered with delivery sometimes not arriving as promised.
 - b) A Neighbourcare driver had had a difficult incident and was not happy with the way in which this was dealt with at the surgery. This has been investigated and the misunderstanding resolved.
 - c) A patient had accessed and was later easily able to cancel a physio appointment.

Date of next meeting Tuesday 4th February 2020 at Woolton Hill

