

Minutes of the KEY Patient Participation Group
AGM followed by Regular Meeting
Wednesday 16th October 2024 at 7:00pm at Yarnton

Attendees

GL – Retiring Chair/patient (K)

JH – Vice Chair (Y)

CR – Treasurer/patient (K)

AC – Secretary/patient (K)

AP – Patient (K)

MC – New Chair/Patient (K)

MJ – Patient (K)

AK – Patient (Y)

TS – Patient (K)

AnP – Patient (K)

SL – Patient (Y)

Kathryn Muddle (KM) – Practice Manager

(Dr Simon Tucker – GP Partner)

(K) – Kidlington Surgery (Y) – Yarnton Surgery

Part 1 – Annual General Meeting

1. Welcome and Apologies

GL welcomed everyone to the meeting.

We welcomed SL to the Committee having responded to the *Yarnton Village News* article.

No apologies received.

2. Election of Officers

No nominations were received for positions prior to the meeting. The current Vice Chair, Treasurer and Secretary had offered to stand again. With no other nominations forthcoming they were unanimously re-elected.

GL, as Chair, had already announced he was standing down but will remain as a member of the Virtual Group. With no prior nominations for the post, MC offered to act as interim Chair on the understanding that there are likely to be two meetings per year where he is unable to attend due to family commitments. His offer was unanimously approved by the Committee.

3. Election of Committee Members (if number exceeds 15)

Not required. Current committee membership stands at 11, plus Practice Manager and GP representatives.

4. Statement of Accounts

The Treasurer presented the annual accounts, the balance at year end being £51,010.66. The accounts were approved by the Committee.

5. Review of PPG policy documents

- a. Constitution
- b. Finance Policy

These were approved as current by Committee (the Finance Policy only having been created this year).

Part 2 – Committee Meeting

6. Minutes from previous meeting

- a. Accuracy of minutes – the minutes from July 2024 meeting were accepted.
- b. Matters arising
 - i) Update/progress on telephone system fault causing patients to be cut-off or stuck in queue. KM advised that no recent reports have been received regarding these issues and it appears to have been resolved with the help of system experience and staff training. KM asked for any future occurrences to be reported directly to her. The issue of long call waiting at certain times is simply a ratio of call volumes and available staff to answer them. Staff may have a follow-up action to a call, delaying their ability to take the next call.
 - ii) Articles for publication – the Kiosk article was submitted and published in the September issues of *Yarnton Village News* and *Kidlington News*. The AGM notification was published in the October issues.
 - iii) The Practice handyman will be asked why the supplied anti-theft screws were not used on cycle rack sign at Yarnton.
 - iv) Kiosk signage in waiting rooms. TE is tasked with these.
 - v) Green space around Kidlington surgery building. RM from *Growing Spaces* was invited to attend a meeting but is awaiting Council decisions on development matters. Also the Practice employs its own gardener to maintain the space around the surgery building and the Parish Council maintains the other areas. So it is unlikely that ‘community space’ will be available.
 - vi) Capability to add attachments to Practice web form. This is not possible and attachments would still have to be manually scanned onto the system. It is only possible to use the web contact form to message the Practice at <https://www.keymedicalpractice.co.uk/navigator/contact-the-practice/>
 - vii) Disabled parking spaces yellow line repainting. These are the responsibility of the Practice which has to pay the costs. KM to investigate; will ask the Council if it has an approved contractor to provide a quote.
 - viii) Defibrillators
AnP reported that the St Mary’s installation is complete, St John’s purchased awaiting electrician to install, Methodist Church will not adopt due to two nearby units already available. CR reports that the Baptist and St Thomas More Churches have accepted the offer and are awaiting installation. Also *Kidlington News* has sent £1,500 to each of the four participating churches.
London Hearts who administer the system still has grant support available for purchase at £750 each (half price) but KM advised that both surgeries already have a defibrillator available

during opening hours. There is a defibrillator at Exeter Hall and Yarnton surgery is locked at night so there would be no advantage in an additional external units.

7. Chairperson's update

GL had nothing to report other than to thank everyone for their support during his time on Committee. He was likewise thanked for all the work he has put in as outgoing Chair. (AC to liaise regarding transfer of PPG Gmail account registration. CR to discuss 3rd signatory on PPG Bank account.)

8. Secretary's update

a. Comments received via public PPG email account

- i) Two expressions of committee interest received via September *Yarnton Village News* article – one, SL, has joined us on Committee.

b. Patient questions directly received

- ii) Is the KEY MP involved in the 'work to rule action' supported by the BMA? (TS)
KM advised that the official position is 'No' although they support the BMA stance. The Partners felt that action would be negative; causing more stress and pressure on staff and anxiety for patients (although this does not preclude a future change of view). The Committee appreciated and thanked the Practice staff for taking this view.

- iii) Is there a strategy (or plan) to expand the practice in advance of the new housing developments some of which are believed to be approved? (TS)

Some discussion has been held with architects regarding expansion and better use of the Yarnton building but this would incur a substantial capital cost. Unfortunately, additional patient budget funding only increases *after* the patients have arrived.

c. There have been some issues this year where emails with attachments to KM (via the NHS email system) seemingly being lost; causing delay in receiving Practice approval of draft minutes. AC proposed a new default process for publication of minutes to ensure they are distributed in a timely manner. The suggestion is that, unless there are specific clarifications required from the Practice, if no response is received after one month, the minutes, as approved by Officers, are to be circulated to Committee as final. Any subsequent changes can be amended under "Accuracy of minutes" at next meeting. This was agreed. (AC will update the Constitution to reflect this change.)

9. Treasurer's update

Nothing to report other than a small amount of interest received. Accounts as (4) above.

10. Practice update

a. Surgery update

- Dr McVea is awarded her GP qualification in October and will join the Practice from November as a salaried GP. This means the Practice now has as many GPs as it can afford.
- Dr McVea will also assist Dr Tucker and Dan Chilvers as dedicated support for the Yarnton Nursing Homes round.
- One nurse and two HCAs are undertaking additional work to cover staff shortages.
- KM updated on Flu vaccinations and explained that last year, the Practice made a financial loss as they have to purchase the vaccines. The problem is patients using the Exeter Hall

service to obtain their vaccination instead of coming through the Practice. Despite the promise that walk-ins would not be offered at Exeter Hall, this has proven not to be the case. It was felt that maybe the PPG could help with publicising the campaign (which ends in March) especially in future years; maybe including an article in local publications. One of the issues faced by the practice does not know when the vaccines will be delivered and clinics cannot be arranged until this is certain.

The Practice could also advertise the availability of vaccinations on the website.

JH also offered that PPG members could help with marshalling on vaccination sessions and similar tasks to relieve Practice staff resources.

- The RSV (Respiratory Syncytial Virus) vaccination program is on hold in October due to flu and Covid vaccinations taking priority. Those qualifying for Shingles and other vaccinations can be arranged at any time.

JH raised concerns over lack of a same-day service at Yarnton Surgery for those with no transport (as there is no bus between Kidlington and Yarnton). It was felt that this may not be a problem since most transport issues for urgent appointments are likely to be covered by family, friends, neighbours or taxi.

GL noted that there are voluntary transport schemes but they usually need advance booking e.g. Citizen's Advice Community Assist Team. CR noted Community First Oxfordshire.

TS has subsequently advised of <https://livewell.oxfordshire.gov.uk/Services/2561> currently managed by KD out of Banbury. They do need notice and charge by the mile (probably the HMRC approved 45p/m) but it is a more personalised service than taxi. The JR can sometimes be helpful giving priority to patients using the service so that the volunteer driver does not have to wait around all day. Most car insurance companies cover volunteering (but this should be checked for anyone considering it).

JH noted that there are obsolete posters/notices in the waiting rooms e.g. eConsult posters that confuse patients. KM to review and remove redundant items.

b. Funding requests

There were no funding requests:

11. Pharmacies update

No update from the Pharmacies was received.

AK mentioned that people still queue in the rain. The Kidlington Pharmacist has erected clear signage indicating patients should queue along the wall under the cover (funded by the PPG during Covid); if they don't do so there is little more that can be done.

The huge demand for the Kidlington Pharmacy since closure of other local options means queues will be inevitable at certain times.

12. AOB

None

13. Date of next meeting

Wednesday 15th January 2025 at 7.00pm at Yarnton Surgery