

Minutes of the KEY Patient Participation Group Meeting

Wednesday 17th July 2024 at 7.00pm at Yarnton

Attendees

JH – Vice chair/patient (Y)

CR – Treasurer/patient (K)

AC – Secretary/patient (K)

AP – Patient (K)

MC – Patient (K)

MJ – Patient (K)

TS – Patient (K)

AnP – Patient (K)

Dr Elamathi Prabhakaran – GP Partner

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

1. Welcome and Apologies

JH welcomed everyone to the meeting Apologies received from AK, GL, KM.

2. Minutes from previous meeting

a) Accuracy of minutes - Minutes from previous meeting were agreed. **b)**

Matters arising

- i. Update on telephone system fault. Ongoing. AnP had provided data to KM on specific incidence for fault tracing. KM to provide update at next meeting.
- ii. Finance Policy – this was finalised and circulated with the April 24 meeting minutes.
- iii. Next publication article. Noted that the signage is in place for the health Kiosks; thanks to KM for organising this. JH offered to photograph and these can be included in next PPG articles in *Kidlington News* and *Yarnton Village News*. Article needs to be submitted by beginning of September to enable AGM notice to appear in October issue. AC will liaise with GL as to wording.
- iv. Cycle rack signage. We are grateful to JH for organising the signs and these are now installed at both sites. These indicate that the racks were funded by the PPG as an indicator of one of the ways the group can help patients and what we can do with bequeathed gifts. JH commented that tamper-proof screws were provided but these appear not to have been used at Yarnton, making potential theft easier. Query via KM.
- v. It was noted that there is still no signage in the Yarnton waiting room (Kidlington status unknown) to indicate the Kiosk location. There was a suggestion that a slide may have been placed on the patient screens, but if a patient enters just after that has shown, there would be a long wait for the repeat cycle. The group feel that simple arrow signage to clearly indicate where to go is still needed.

3. Chairperson's update

GL has advised that he will stand down from PPG Committee at the AGM.

4. Secretary's update a) Communications via public Gmail account

- i. FL has moved to another Medical Practice and has thus left the PPG. We thank him for his support and contributions over the years.
- ii. Improving green spaces around the surgery. RM, *Growing Spaces* Coordinator for Kidlington Parish Council, had emailed regarding community gardening projects around Kidlington. One of the areas highlighted as needing improvement is that around the Kidlington surgery building. The idea is to create a wellbeing or community garden space. RM is looking for volunteers. AC has suggested a poster in the waiting room and that KM might also be able to add a (landscape format) slide to the patient screen display cycle. JH suggested we invite RM to the next meeting to discuss options. AC to follow-up.
- iii. AG has moved address and to another Practice and thus left our group. Again we thank him for his support.

b) Patient questions directly received

- i. AC asked that since Practice email address closed, why does the website 'Patient Contact form' not have the facility to attach a file? This would save time and effort for both staff and patients when follow-up information is provided e.g. blood pressure readings logged over a period of time after LTC (Long-Term Condition) review in this example.

AP highlighted that most on-line web forms have an attachment facility.

Dr Prabhakaran agreed that offering different ways for patients to submit information saves admin time (scanning documents) and improves accessibility for patients that may not be able to use certain IT/mobile functionality. Can KM arrange to add this capability? ii. TS also reiterated that the disabled parking spaces are still poorly indicated due to the markings having worn away. They urgently need repainting although it is unclear whether this is the Practice or Parish Council's responsibility. KM to advise/follow-up.

5. Treasurer's update

CR noted there has only been one item of expenditure since the last meeting and presented the audited annual accounts to end of May 2024. This is the accounting year-end despite the AGM having been moved to October. Balance of the accounts is £51,010.66.

6. Practice update

Dr Prabhakaran joined us and advised that:

- Dr Priyanka Schukla is now in post providing six patient sessions per week.
- Kayleigh Jaycock has started as a new Healthcare Assistant
- Two care homes in Yarnton are now linked to the Practice; Floryn House in Sandycroft Close and Yarnton Nursing and Residential Care Home in Rutten Lane. Both offer residential,

nursing, dementia and respite care. Dr Tucker and Dan Chilvers are the allocated support contacts.

- The Practice is now in a position to consider taking on medical students again. This had ceased due to the pressures following Covid.

AP queried if there was any Practice link to the new Keystone Mental Health and Wellbeing Hub recently opened in Kidlington High St - see <https://www.oxfordhealth.nhs.uk/news/kidlingtonkeystone-promises-easy-access-mental-health-and-wellbeing/>

Dr Prabhakaran was not currently aware of any link. *AC note: At the time of writing, the Kidlington hub branch does not yet have its own link on the Keystone website; presumably as it only launched in June, this will happen in due course.*

AC suggested a software upgrade for the Kiosks, having used one for the first time recently. The patient has to select from multiple test options, which are haphazardly placed. Logically, "Blood Pressure" would be near the top left and first row of options. Instead it appears last on the bottom row. The manufacturer should update the software to place the test options in *alphabetical order*. Dr Prabhakaran noted and KM may be able to refer back to the manufacturer.

There were no funding requests.

7. Pharmacies update

Nothing to report from the Pharmacies.

- AC notes that he has received two independent verbal comments from concerned patients at the workload and consequent pressures the Kidlington Pharmacist and his team have to undertake. This has been exacerbated since Lloyds (Sainsburys) Pharmacy closed and they became the only Pharmacy in the north end of the village. Plus they now have to undertake additional support for minor conditions as well. There are also concerns they have already outgrown the relocated space.
- TS highlighted a recurring problem caused by current drug supply issues, when a GP prescribes an item that the Pharmacy cannot supply. The patient then has to go back to reception and a GP has to prepare an alternative prescription – but the GP has no knowledge of what alternative medication options *are* available (and at what volumes/dosages). Thus the cycle can potentially repeat several times.

The suggestion is that a system be implemented whereby the Pharmacist can advise the GP directly what alternatives they *are* able to source. This would enable the GP to issue a guaranteed valid prescription on the second attempt and save valuable time for everyone concerned.

JH noted that there seems to be less of a problem in Westlake Pharmacy (Yarnton) and the conclusion was that this has far less demand and workload. Kidlington Pharmacy is serving a much denser population and is open longer hours; thus stocks run out quicker.

8. Defibrillators

AnP had circulated information about the proposed installation of defibrillators; potentially in every local church. *Kidlington News* are providing the bulk of the funding but there may be a shortfall if all churches agree to install a defibrillator. AnP wondered if it would be within our remit to provide some additional support from PPG funds if required.

CR noted that *Kidlington News* do have further possible funds that may be available since the original proposal.

The PPG legacy funds are intended to provide benefit directly to patients of Key Medical Practice but there may be opportunity for further discussion with the argument that the defibrillators might ultimately help KEY MP patient(s).

Given that it was unknown at the time of the meeting if all churches were agreeing, and thus if there would indeed be any shortfall, it was considered that any further discussion was not possible without full and final costings. AnP was invited to provide figures in due course once the plans are clear and if project funds are short.

9. AOB

TS wished to record her grateful thanks to all the Practice staff for the fantastic support received during a recent family emergency.

10. Date of next meeting

Wednesday 16th October 2024 at 7.00pm at Yarnton.

This will be the AGM at which all officers are up for election.