

# Minutes of the KEY Patient Participation Group Meeting

Wednesday 15<sup>th</sup> January 2025 at 7.00pm at Yarnton

## Attendees

(JH) – Vice chair/patient (Y)

(CR) – Treasurer/patient (K)

(AC) – Secretary/patient (K)

(AP) – Patient (K)

(MJ) – Patient (K)

(AK) – Patient (Y)

(TS) – Patient (K)

(SL) – Patient (Y)

Kathryn Muddle (KM) – Practice Manager

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

### 1. Welcome and Apologies

JH welcomed everyone to the meeting

Apologies received from MC, AnP.

### 2. Minutes from previous meeting

#### a) Accuracy of minutes

Minutes from previous meeting were agreed.

#### b) Matters arising

- i. AC has circulated the updated Constitution following minor amendments after the AGM.
- ii. Kiosk signage in waiting rooms is now in place; thanks to Tracey. It was suggested that maybe a message could be printed on repeat prescription forms to promote the kiosk availability. KM noted that they are well used.
- iii. Disabled parking spaces line repainting. A quotation has been obtained but this is being delayed until April due to poor weather.

### 3. Chairperson's update

Nothing to report.

### 4. Secretary's update

#### b) Communications via public Gmail account

None received.

#### c) Patient questions directly received

- i. PPG members had noted and received comments from patients regarding the alleged November total Practice closure for 2.5 days from 1.00pm Tuesday until 8:00am Friday *according to the website*. TS had a screenshot to illustrate and AP had also emailed a quote of the text. Some had found a sign on the door saying the Practice was closed. Concern had been raised regarding a total closure with apparently no emergency cover.

KM was not aware of this and advised that the Practice only closes for one half-day every three months or so for training and IT updates; the latter occurring simultaneously across the whole network of local surgeries; the next being in late February. The Practice does not update the website themselves but passes the requests to the website management company. It was felt that this was a communication error and KM will investigate how it occurred.

KM confirmed that the Kidlington Surgery is open all day, every day, whilst the Yarnton Surgery is always open at least in the mornings

- ii. AC queried what appeared to be an unnecessary complication/confusion in the system. He noted that despite two separate LTC (Long-Term Condition) Reviews by Practice specialists, that cover his medication on repeat, six months later, the repeat form still showed the GP Review date (over)due. AC had assumed that the LTCs would automatically reset the Annual Review date and that an additional appointment with a GP was not necessary. AC had queried at Reception and been told “everything was OK”.

KM confirmed that the intention is for the LTC(s) to save GP time – which can be better spent with patients needing urgent care. It is correct that the review date *should* be reset by the clinician conducting the LTC but for some reason this did not occur on this occasion.

- iii. TS queried “what version of medical records does the Practice send to insurers in the event of a travel insurance claim?” There are various records held by the GP Practice, NHS App, Patient Access, hospitals etc that sometimes conflict or show pending appointments that may (or not) have a bearing on subsequent claims.

KM explained that the insurers will ask specific questions, essentially to identify if a particular condition was present *before* the insurance policy was purchased i.e. a pre-existing condition. Insurers have no access to any patient records due to GDPR and GPs will only provide information from their own records, in response to the direct questions on the insurer’s form.

## 5. Treasurer’s update

No change, other than interest income, as there have been no funding requests.

## 6. Practice update

Dr Prabhakaran was unexpectedly called away to evening surgery so was unable to attend.

Note: We have changed the day for the next meeting to **Thursday** to avoid the clash; see item 12.

AC noted that it was heartening to see a long list of GPs on the website; where you now have to scroll down the list. KM explained that locums are no longer being used as they are too expensive and Practices cannot afford them. Therefore former locums are now turning to General Practice and thus positions have become easier to recruit to.

KM noted that the Practice, as with all, is struggling financially and the NI increase will not help.

The development of additional features in the NHS App has been suspended due to the need to resolve existing bugs and issues first.

AC passed on the grateful thanks to all staff, and especially Dr Winkel, on behalf of one of his neighbours, who was recently taken ill and received a prompt appointment and excellent care and support. AC asked for permission to allow this to be minuted, as not enough praise is given to Practice staff.

There were no funding requests.

## **7. Pharmacies update**

No update received from Pharmacies.

AK noted that whilst medications are supplied in small bags, sometimes multiple small bags are needed to be carried away and it would help if one larger bag containing all meds could be provided. However it was commented that patients knowingly collecting larger quantities of medication could take their own shopping bag or 'bag-for-life' to do this. Larger carrier bags are now chargeable in shops anyway due to the 'bag tax'.

## **8. DraughtBusters Kidlington**

AC introduced a new volunteer initiative by Kidlington Eco Group in conjunction with *DraughtBusters Reading* that seeks to help those who cannot afford to heat their home sufficiently through draughts. The service provides an inspection to identify draughts, and where possible, will fix these for free using readily available draught-proofing materials; such as foam and brush strips, brushed letter box flaps etc. Any reduction in draughts means a reduction in energy bills and an increase in temperature within the home. AC is currently one of only two volunteers conducting the practical inspections and remedial work and more are required as they attend in pairs due to safeguarding rules.

GPs may refer patients if they are suffering ill-health as a result of cold and draughty homes or that that otherwise affects their well-being.

## **9. Growing Spaces – A green social prescribing follow-up**

Ruth Mo (Growing Spaces Coordinator for Kidlington Parish Council) has updated on the earlier consideration for improving the green space around Exeter Hall and the Practice. It is likely that a project will proceed on the KPC side of the grass area and would like to emphasise that community gardening is a good option for social prescribing as it encourages outdoor exercise and social interaction with others.

Ruth plans to generate a poster to this effect that can be placed in the Practice waiting room to inform and hopefully gain new members. KM asked if this could also be provided in a .pdf format. AC will liaise with RM.

## **10. Recruitment to PPG**

TS raised the issue of PPG recruitment and the fact that we are not diverse enough and under-represented in some areas. Especially of concern is the lack of younger generation and young parents. The suggestions were that we should again look at a presence at Kidlington Gala day (if running in 2025) and more importantly, explore the opportunities for recruitment from local schools. TS and JH offered to contact local PTAs and maybe nurseries and will report back in April.

## **11. AOB**

Following on from the car park issue 2b.(iii), AK advised that his car had been broken into whilst parked outside the surgery; albeit two years ago. At the time the police had been surprised there was no CCTV covering the area around the surgery. AK has offered to look into the feasibility and cost of this, as it is something the PPG could consider contributing to. AC noted all cameras need to be a vandal-proof dome type as they would be at low level. AK to feed-back to AC for next meeting.

## **12. Date of next meeting**

**Thursday 24<sup>th</sup> April 2025 at 7.00pm at Yarnton. Note change of weekday** to avoid clashing with evening surgery and a clash of dates for some Committee members.