

Minutes of the KEY Patient Participation Group Meeting

Thursday 3rd July 2025 at 7.00pm at Yarnton

Attendees

CR (CR) – Treasurer/patient (K)

A C (AC) – Secretary/patient (K)

MJ (MJ) – Patient (K)

TS (TS) – Stand-in Vice chair/Patient (K)

AP (AnP) – Patient (K)

SL (SL) – Patient (Y)

RR (RR) – Patient (Y)

Dr Simon Tucker – GP Partner (K) – Kidlington Surgery (Y) – Yarnton Surgery

1. Welcome and Apologies

TS (standing in for JH) welcomed everyone to the meeting

Apologies received from MC, AP, AK, JH, KM.

2. Minutes from previous meeting

a) Accuracy of minutes

Minutes from previous meeting were agreed.

b) Matters arising

(i) Disabled parking spaces yellow line repainting.

This was delayed until the warmer dry weather. Further delays surround the Parish Council implementation of controlled parking that would also require relining work – there is a possibility the two jobs could be done together. Subsequently, a collapsed drain under the car park requires it to be dug up. Clearly there is no point in considering relining until the repairs are carried out.

(ii) Car park and entrance CCTV -see item 8.

(iii) Patient Operated Health Terminal signage – ongoing.

3. Chairperson's update

(AC note – MC provided his update in advance of going on holiday, before the news of Healthwatch abolition was realised – see item 10.)

Gala Day. MC met with Jaz from Healthwatch and confirmed she is happy to share a table at Kidlington Gala Day. Apparently the table will be provided by the organisers. Healthwatch have a portable board explaining who they are but it does not sound like anything we could use to pin anything onto.

Jaz has also provided some useful information about Healthwatch and PPGs. One suggestion was if we are looking for younger members, that the Practice might be able to help by sending out emails to promote PPG membership to patients in the 'under 40 year' age group (for example).

MC provided a possible wording for a Gala Day handout leaflet for discussion at the meeting.

4. Secretary's update

a) Communications via public Gmail account

None received.

b) Patient questions directly received

None received.

c) AGM notifications preferred publication date

Due to the earlier AGM date this year, AC queried as to the best publication date (September or October issues) to place the public AGM notification. JH had already suggested submitting an article, similar to that to be discussed in item 11 and including the AGM date in that, for the September magazines and placing a reminder in the October issues in the monthly *What's On / Events* calendar. This was agreed as the optimum solution for maximum publicity over two issues.

5. Treasurer's update

Nothing to report, still c£51,000 as no transaction have taken place. Year-end accounts are in process but delayed by CR's bank authorisation card expiring; awaiting replacement.

6. Practice update

a) Surgery update

Dr Tucker gave the sad news that ANP Dan Chilvers has resigned and is leaving shortly to take a place at the new *Oxford Health NHS Foundation Trust* (note this is separate to the Oxford University Hospitals NHS Foundation Trust). Just about everyone present has experienced Dan's help and diagnosis assistance during urgent appointments and he will be sorely missed by all. Dan will be working in the *Hospital at Home* service; which aims to support patients at home as an alternative to hospital admission and support earlier discharges from hospital, for those well enough.

Dr Tucker explained that Oxford Health is attractive due to the more specific jobs, stable 9.00 to 5.00 hours, without the additional and varied workload of General Practice. This gives a better pay and work-life balance for employees, so is attracting staff from General Practice. Oxford Health is also where Dr May now works.

Dr Saleh Baghdadi, who has only been with the Practice for two months, has also decided that General Practice is not for him and is leaving.

Dr Joanna Howell has now started, offering appointments on Tuesdays, Thursdays and Fridays. Allegedly there is a glut of GPs needing work – but not in Kidlington it seems as The KEY MP have been advertising for several weeks.

SL asked about the interaction with the *Community Assist Team* and Dr Tucker advised that GPs do refer patients to them; also to the new Keystone Mental Health and Wellbeing Hub in Kidlington High Street.

AP and TS had both emailed commenting on the announcement of new Government funding. The implication was a share of the c£100m local funding would be allocated to 'Kidlington Health Centre' for more clinical space and services. Dr Tucker clarified that this is *not* for the

KEY Medical Practice but relates to the other half of the building (formerly occupied by dentistry, podiatry etc). This is currently empty after relocating all services to Oxford Health at Jordan Hill.

b) Funding requests

None.

7. Pharmacies update

Nothing to report.

8. Car Park CCTV

AK had forwarded the two quotations received from local companies. One was for two cameras with local monitoring via a networked recorder the other offered three lower resolution cameras requiring an ongoing annual subscription for a SIM card.

AK was unable to attend for family reasons, and in respect of his input on this, it was deferred until the next meeting.

9. Improved wheelchair provision

Thanks to RR for researching self-powered wheelchair options. The current surgery wheelchairs can only be pushed from behind by a helper. The provision of self-propelled wheelchairs improves the self-esteem and well-being of users by allowing them to manoeuvre themselves around the surgery site and into consultations. The group agreed to fund two off *Optima* self-propelled wheelchairs - <https://www.careco.co.uk/optima-self-propelled-wheelchair/> - at £129.99 +VAT each (delivery included); one for each surgery. AC to email KM regarding purchase. KM to confirm if VAT applies (or can be reclaimed by the Practice as a Healthcare provider).

10. Recruitment to PPG and Gala Day

MC met with AC prior to going on holiday and expressed concern whether the stall table was actually booked. AC emailed LD at Kidlington Parish Council who confirmed that (a) No application had been received from Healthwatch to reserve a stall, and (b) Stallholders are expected to provide their own table and gazebo.

RR noted the announcement from Healthwatch England on 28th June 2025 that Healthwatch is to be abolished following the Government's '10-year Health Plan for England'; see <https://www.healthwatch.co.uk/response/2025-06-28/government-plans-around-future-healthwatch> . This may explain the lack of input from the organisation.

As a result, and given the late stage, we felt that we did not have sufficient materials to promote KEY PPG effectively on our own. (AC will confirm this to LD via email).

Discussion then moved to other ways to promote PPG via Social Media and local Facebook pages), posters in Pharmacies, *Kidlington News* and *Yarnton Village News* magazines. TS suggested that a sub-group be formed specifically to work on promotion and materials. TS and RR were happy to take this on, with JH already having expressed an interest.

11. Improving patient information

JH had forwarded a copy of the Beaumont Elms (Botley) Surgery newsletter (as received via the *Yarnton Village News* editor). This insightful newsletter provides very useful information about the Practice and explains how specific aspects work e.g. in this specific example, an article on the patient triage system and how receptionists need to know details for this to work effectively.

JH has offered to meet with KM to ascertain facts to create a KEY MP specific version. We could use the first newsletter for the September article (submit by end of first week in Aug) and include the AGM notification at the same time.

The new Promotional Working Group agreed to explore this with JH.

12. AOB

RR raised a concern over recent errors experienced on the NHS App implying that *possible* diagnoses (i.e. needing more investigation before confirmation) were classed as final rather than 'options'. RR found it difficult to resolve, taking multiple attempts to correct. Dr Tucker explained that some input work and coding is outsourced to trained third parties but that occasionally, a mistake is made and a 'possible diagnosis' is coded as 'final'; although he admitted it should not happen. Patients should notify the surgery in writing, requesting errors to be corrected, should they occur.

This is not related to the NHS App errors, previously reported, that have paused development of the App.

AnP commented that he still had a failed callback using the new system when 16th in the queue.

AnP also shared a humorous comment from a friend "*Yarnton GP surgery has to be the nicest surgery ever. no TV on, quiet radio playing, large window that looks out into a garden with birdfeeders, 2 massive armchairs in the waiting room, and of course nobody about*".

It was agreed that the waiting room at Yarnton is a much more pleasant environment than the enclosed space at Kidlington; the sad fact being that there are insufficient staff to utilise the site to best effect.

13. Date of next meeting

AGM - Thursday 9th October 2025 at 7.00pm at Yarnton.