**Bicester Health Centre Patient Participation Group Online Meeting**

**Minutes**

Wednesday 16 November 2022, 3:00– 5:00 pm

Attending: Dr Jonathan Holt (JH), Peter Wilson (PW), Tomy Duby (TD) (acting chair), Teresa Allen (TA) Christine Tulloch (CT), Jane Burrett (JB)

Apologies: Patsy Parsons, Eve Sariyiannidou

**Action from Meeting in September 2022**

JH to check the diabetic text messaging: JH asks for a copy of the text, which was received by a patient, to be sent to him. **Action by TD to JH**

**BHC Update**

**Vaccinations:**

The number of patients is now dropping for those attending BHC for Covid & Flu vaccinations. There will be opportunities for people to attend the local pharmacies and mass vaccination sites. A meeting is planned for BHC staff to consider how to plan more effectively for autumn 2023. Some of the partitioning in the practice, which was needed for the vaccination service will stay. Volunteers who had helped at the hub have helped at BHC including with stewarding the car park. It was noted that the practice is now seeing patients who have Covid.

**Appointment system: with reception triage using the eConsult form:**

Each day a GP has an eConsult and telephone calls triaging role. It was on a trial basis and then moved to all day. This has increased the efficiency of the system. If there are complex problems and/or a frail patient then an appointment with the usual GP appointment is arranged. For other problems appointments are arranged with other GPs. A direct F2F appointment is now easier. It is a success so far. Problems requiring examination are booked in with the relevant clinic. JH stated that patients are now seen on the day if it is urgent or in a few days TA has been monitoring Bicester Chat and BHC is coming out well. . PW thanked TA for reporting this opinion of BHC.

**Enhanced Hours Appointments system which started on 01.10.2022:**

The Saturday clinic is 08.00 to 13.00 and a GP is seeing patients. A GP and two nurses are on

duty; one is a nurse practitioner (or paramedic) the other a practice nurse. In addition there are 3 Health Care Assistants (for bloods, simple dressings etc.). Appointments are nominally allocated to each of the 3 practices to ensure fair access to all Bicester patients. If these are not used within a specified time (e.g. 24 hours beforehand for nurse appointments) they can then be used by any of the practices. There is communication to MH and Al about the times available: reception staffs at the other practices are not yet fully utilising their practice’s allowance but the situation is improving. At this time there is a 74% uptake of the appointments.

**AGENDA ITEMS**

1. Full Access to medical records, including GP notes been available from 4th November 2022? JH considers that full access will be switched for the practice by the end of November. This access is on a national basis. It will run as NHS England intends it. Anyone who has a BHC security access, to prove who you are, will be able to use it. PW suggests members try to check if it is available at the start of December.

**2. Leaflets in the practice and on the website – Updating**

2.1 **“One Step at a Time -** A guide to physical activities in the Bicester area”.

Draft version 4.2: December 2022 was shared online with participants during the meeting and approved. JH thanked PP and JB for the work. This draft to be checked with all contributors**\*** and final version sent to PW for printing and display on the website for 2023

**Action by JB \*in hand**

2.2 JH shared the <https://livewell.oxfordshire.gov.uk> with the meeting and spoke about the demonstration session which he had attended. As participants could see at this meeting there is a wealth of information on many topics for all ages and situations and also by district in the county.

2.3 **Which leaflet could be updated next?**

JH asked for the “Are you over 60? – This leaflet may interest you! A guide to social activities available in the Bicester area”. JH further commented that printed leaflets have a place as well as on the website. Some of the old leaflets need a review before being updated because of the change in practice procedures. JB asked if the leaflet on Test Results would be useful to review. JH said not yet and added that that test results shown online for patient records will be commented by a GP as ‘normal’, ‘satisfactory’ or abnormal. In the latter case there may be a telephone call to the patient or a text message. Where a patient does not have access to the records or is not prepared to access the records then a GP will be more proactive. **Action JB & PP**

3. **The announced strikes** of some nurses in Oxfordshire hospitals and of ambulance staff and how this could affect Primary Care. JH commented that he did not think that primary care nurses would be involved in the strikes but that delays to secondary care for patients might increase. He mentioned, as in a previous meeting, the work of the multidisciplinary team in the “Virtual Ward Model” who work together to discuss patients; at risk of going to hospital, just home from hospital and those needing palliative care – which may be at home.

**AOB**

1. CT asked about patients discharged from hospital to a care home and if the Health Authority was buying beds in nursing homes to help discharge from hospital. Do GPs have responsibilities for care for beds in Cherwood House, Bicester for example? JH No, only routine residential and nursing home beds.

2. Healthwatch Oxfordshire will have meetings on Wednesday 25 January and O1 February 2023.

3. TD agreed to attend, as a local patient representative, a **virtual** meeting for **Bicester Community of Practice** friends. The Meeting noted as on **Wednesday 23 November 11.00-12.30.**  **Action TD**

**Date and time for the next meetings in 2023**

Wednesday 18 January, 3-5 pm

Wednesday 15 March, 3-5 pm

The meeting ended at 16.05