

F2F Meeting Minutes

Wednesday 12 September 2018 15.00 – 17.00

**Approved by those present BEFORE sending to virtual PPG
 To be displayed on BHC website following the computer changeover**

Present

BHC Staff: Dr. Jonathan Holt **JH, NS**

F2F Group members present: **JB, EE*, GH*, MM, PP, ES, ET*, EW**

The Minutes of the July meeting had been approved already and sent out to PPG members in August
MM reminded F2F members that they attended the meeting in a volunteer, not professional, capacity.

ITEMS ARISING FROM THE PREVIOUS MINUTES

ACTION/UPDATE

<p>DISPLAY HOLDERS: A5 size now in the practice. PPG leaflets were on the tables and these were being taken. There are so many leaflets in the practice that it is difficult to decide what to look at. JH suggested that areas for categories could work: NHS/Practice Leaflets/ Charities. After the meeting some members went to consider the layout of tables and chairs in the inner waiting room; to review use of space. (Mention again of the display stand between the two patient entrance doors: not the property of BHC and leaflets appear and are rearranged, but not by practice staff!)</p>	
<p>TAI CHI PATIENTS PROJECT Progress on the construction of the extra door: measurements being done this week. Restart of classes: JH would like to retain the classes for patients in BHC. The restart would be when the door is finished. Class to be between 2-4 p.m. any day of the week. Benches for the green space: there are many manufacturers of recycled plastic benches with wood effect. The life of a 100% recycled plastic bench is 50 years. Examples of these shown, with light or dark wood effect. It was agreed that 3-seater benches, with arms and a lighter colour would be appropriate for patients. Examples shown expensive. Maximum load to be checked on any examples found. Funding for benches: two possible sources identified and to be followed up.</p>	<p>Done and construction in hand. MM instructor liaison JB JB & PP</p>
<p>UPDATING THE PRACTICE WEBPAGE WITH INFORMATION ON THE PPG It was decided that the minutes of the last three meetings of the F2F group would be on the practice webpage in future.</p>	<p>NS</p>
<p>AN INDIVIDUAL PATIENT'S OPT-OUT CHOICES: ES reported that there had been no meeting with PN yet. JH commented that the computer change over within the practice was very complex and time consuming. PN is NOT the DPO¹. At present the function of DPO is fulfilled by the CSU² locally although this is not their formal role. The CCG³ and CSU are currently in discussions as to the best longer term solution for DPO oversight of local general practices.</p>	<p>JH to PN</p>
<p>OTHER PREVENTATIVE SERVICES WHICH PRACTICE NURSES THINK THAT THE PPG COULD PROMOTE: NS reported back that, after the computer changeover there is a plan to have a Wellman Clinic in future. NS introduced the dates for the Flu Jab sessions this year and asked for F2F group support in asking patients to have their sleeve rolled up ready. Ask again about carers and offer PPG and other leaflets: Saturday 29 September 8.30-12.00: EW from 8.30-10, ES 10-12. JB 9-12. MM will call in too. Saturday 27 October 08.30-12: MM & PP JB could do some of that depending on the take up of appointments.</p>	<p>EW/ES/JB/MM MM/PP</p>
<p>REPAINTING OF WHITE LINES IN THE PATIENTS' CAR PARK Straddling of 2 parking bays by a car is regularly noted. JH to follow this up further.</p>	<p>In progress</p>

¹ Data Protection Officer - DPO

² Commissioning support Unit - CSU

³ Clinical Commissioning Group - CCG

Bicester Health Centre Patient Participation Group
 Bicester Health Centre, Coker Close, Bicester OX 26 6AT
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AGENDA	ACTION
<p>1. FOUR LEAFLETS FOR THE PRACTICE</p> <p>1. “One Step at a Time Leaflet” JB & ET have started to check information for edition 2. To be continued.</p> <p>2. “Test Results – How to get them and what to do with them” a number of suggestions were reviewed. JH explained the large number of tests which can be requested and the varying time for results of be obtained depending on the laboratory work required. JB to send an updated version 2 to JH; incorporating the suggestions.</p> <p>3. “Coping with Bereavement” (Edition 1 prepared by a student at the practice). Suggestions made e.g. only 1 logo for an organisation had been included. On cover “A guide in for the Bicester area” because most of the services are in Oxford or other areas NOT Bicester. MM to double check with Hummingbird Charity on wording etc. JB to check Cruse Bereavement and Samaritans to whom CB answer phone gives a link. PP to check Age UK Oxfordshire – ‘Late Spring’ support group.</p> <p>4. “Change of Computer System – 17 October 2018” A draft of this leaflet had been sent out to F2F members for consideration at this meeting. However, it had already been published and is on display in the practice. Further there are THREE framed A3 size versions on the walls in the reception area (1) and the inner waiting area (2). Text is very dense. It was suggested that something be added to attract attention. PP offered to prepare a GANTT chart with the key dates as a visual across a landscape A3 and contact PN liaise on this. NB: the F2F members could not comment on the text of this leaflet because it was already in the public domain. For the future, if the F2F group has not reviewed a leaflet then the practice is NOT to use the information paragraph on the front page of a leaflet which states as follows: <p style="text-align: center;"><i>This leaflet is one of the projects by the Bicester Health Centre Patient Participation Group to help practice and patients. Each GP practice in England has a Patient Participation Group which you can join.</i></p> <p>With regard to the detail of the change of computer system a question was put if it would be necessary to have a Data Destruction Certificate from the previous software provider to BHC. This will be clarified after changeover.</p> </p>	<p>JB & ET</p> <p>Now on display</p> <p>Now on display</p> <p>Done & on Display</p> <p>Done and A3 charts on display</p> <p>Apology received</p>

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ANY OTHER BUSINESS

1. 4 large armchairs near the weighing machine: Two of the armchairs have blocks on the legs to raise the heights. It is requested that the other two armchairs have blocks added to them.

2. JH would like to consider a new leaflet to encourage patients to take advantage of screening for cancers; cervical/stool/breast. The take up of centrally available screening is NOT at the same level as in other regions.

ES commented that appropriate language for taking part in tests needs to be considered.

MM and EW offered to take part in a training session on encouraging people to go for screening and then to offer to talk to groups about it. They were thanked for this initiative.

3. NELF⁴ meeting 1/8/18: **ET** reported that

- She had corrected the numbers in our PPG (94) and the F2F Group (10)

- The Chair of the Locality Forums in Oxfordshire meets the **OCCG⁵** head every two months. Because of short notice cancellation of attendance at meetings by the Head of OCCG effective communication between OCCG and the Forums is not taking place. The forums and OCCG should be working towards integrated services for patients.

- Ear Syringing was mentioned. This service is free in BHC at present. If the practice carries out a pre-operative test there would be a reimbursement. JH explained that with a consultant doing the test there would be vacuum syringing under microscope.

- Feedback was requested by Healthwatch from patients having had contacts with Healthshare.⁶

- The Neighbourhood Model of Care was also discussed, with respect to reducing the number of people involved per patient in complex care needs.

4. DATES OF THE NEXT TWO MEETINGS: Wednesday 21 November 2018 & Wednesday 16 January 2019. Time: 3-5 p.m. in BHC

The meeting closed at 5.00 pm.

⁴ NELF is North East Locality forum of Patient Participant Groups: Woodstock, Kidlington, Islip and Bicester: Current Population in Bicester and surrounds is 48,439 registered patients.

⁵ OCCG is Oxfordshire Clinical Commissioning Group

⁶ Healthwatch link: <https://healthwatchoxfordshire.co.uk/>