

24.3.18 Circulation to all Virtual members of the BHC PPG

Bicester Health Centre Patient Participation Group
F2F Meeting Minutes
Wednesday 31 January 2018 15.00 – 17.00
 Bicester Health Centre, Coker Close, Bicester OX 26 6AT
Minutes approved on Wednesday 21 March 2018

Present

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

VISITOR: **Helen Van Oss HVO Chair NELF¹**

F2F Group members

JB minute taker Apologies Received: **EW**

MC

EE*

GH* Chairman

MM

PP minute taker

ET*

The Minutes of the meeting held on 01 November 2017 were taken as read.

ITEMS ARISING FROM THE MINUTES

Action &/or Notes

<p>“Transport to get to your appointment” poster Final version of the poster is on display in the Practice: 2 x A4 by reception and a large A3 poster on the PPG notice board. EE mentioned delivering, or sending, 6 copies of the poster and it was suggested to pass a copy to Keith Davies of Volunteer Connect (info@volunteerconnect.org.uk). Note of places to which posters have been sent is filed.</p>	<p style="text-align: center;">done - JB</p>
<p>“One Step at a Time” BHC Physical Activities 3-fold leaflet. 1st Edition. More copies to be printed; those in the practice having been taken. Rosie Rowe RR used much of the F2F group work about exercise to appear in the recent Garth Gazette. The information about free and small charges for different activities was left out. This is a Town Council letterbox delivery in Bicester only, so villagers do not receive it. The Physical Activities occupy just over 1 page of the 4-page pull-out section. The rest advertises a wide range of social activities for all ages. There was discussion about the best way to display or disseminate the Social Activities for the practice. NS has a list of Montgomery House activities. JH to discuss with practice partners the removal (for a trial period of a month) of all magazines. Only information leaflets would be on display in the waiting area. Small display stands needed perhaps?? Perhaps Nurse practitioners should have copies in their rooms?</p>	<p style="text-align: center;">JH</p>
<p>“Help Your GP to Help You” BHC 3-fold leaflet. These have been on display and more are being printed. It is hoped that there will be more feedback by the next meeting. Which? Magazine had received permission from the practice for the BHC leaflet to be shown to the Royal College of GPs. Which? Magazine is in discussions with the RCGP about communication between patients and GPs.</p>	
<p>Bicester Healthy New Town Older People Summit In November 2017: EE attended as a representative of the F2F Group. 30-40 organisations reviewed what activities and services are available for older people in Bicester. Age UK Community Links booklet contains local information and may be useful for display in the practice. EE mentioned that volunteers have set up a “Forget Me Not” café in the **Ex-Services & Social Club, Sheep St. Bicester. It is available on Tuesdays and Thursdays - 09.00 to 3.00. It is Dementia friendly and welcomes their Carers too. There is a small charge. This activity is a response to the change of use of the Launton Rd. Health and Wellbeing Centre. Note There are Forget Me Not Cafes in many countries if you look on line.</p>	<p>NS to see if other copies can be obtained. **Place may have changed to Methodist Hall PP is checking</p>

¹ NELF: North East Locality Forum of PPGs : Bicester, Islip, Kidlington and Woodstock

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AGENDA	
<p>1. Compliments, recommendations and complaints received by the practice during 2017. NS stated that there had been many compliments, including 1 in November about the reorganisation of the seating in the reception area which made it easier for wheel chair users.</p> <p>Reception: Suggestions followed on the possible improvements in response to complaints. Some of these have been mentioned in earlier meetings;</p> <ul style="list-style-type: none"> • Have 2 receptionists, one to do rapid check in • Have 2 receptionists at the desk, with option to go to a private space if needed • Have a second receptionist to help people to use the check in machine when it is playing up • Have a 'take a number' system so people can sit while they wait. It was mentioned that standing in the queue for more than 10 minutes is difficult for some patients. • The receptionist to press a button to call on another receptionist when more than 4 are waiting • Emergency appointments for the practice (not for the emergency HUB desk which covers all practices) to have a separate check-in <p>Parking: Suggestions included</p> <ul style="list-style-type: none"> • Publicise ways to get to the practice without a car. This will be difficult for villagers. • Add notes to "Help your GP to help you" leaflet to encourage people to park elsewhere. • What are the terms of the enforcement contract monitoring the car parking? • Improve parking notices. Discourage Lloyds Pharmacy parking • Keep the layby at the front doors clear for drop off. Discourage use by delivery vans to practice and/or Lloyds Pharmacy. Staff Car Park? <p>Surgery Facelift Needed: comment may have been made before rearrangement of reception area.</p> <p>Hub Desk: patients are told to check in at the hub desk when they are given an emergency appointment. Hub patients can be from any of the 3 practices in Bicester. In addition BHC has its own emergency appointments available.</p> <p>In certain seasons there is too much sunlight and heat at the work station because of the clear glass in the atrium roof. The Practice Manager is sourcing a film/coating which will allow light in but reduce the heat and the glare.</p>	<p>PP</p>
<p>Laiaising with the PPGs in other Bicester practices: PP contacted both Montgomery House and Alchester PPGs and both are interested in sharing ideas. Suggestions at this meeting included:</p> <ul style="list-style-type: none"> • Each PPG appoint a liaison person to update other groups/ bring news to us. • A meeting once or twice a year with 1 or 2 from each PPG in Bicester. HVO commented that this is the role within the wider group of PPGs in NELF • MM suggested that we exchange minutes between PPGs. <p>PP is to go back to the Chairs of the two other PPGs in Bicester and tell them our suggestions and see what they say about them</p> <p>HVO confirmed that RR is in contact with the other PPGs.</p>	<p>PP</p>
<p>OCCG Funding for a project to help patients with Diabetes to take up more physical activities as a form of self-management.(3 documents were circulated about this)</p> <p>JH explained that funding for exercise for people with Type 2 Diabetes was designed to cut clinical interventions – hence costs –for those patients in the future. One of the documents was entitled "Get Oxfordshire Active – Do you have diabetes?"</p> <p>There is funding to train Walk Leaders. At the moment there are 3 days of the week, in the Bicester Healthy Walks programme, when there are no led walks.</p> <p>Decision: There are no volunteers, to train to lead a walk, from the F2F group members present but the practice will put up a poster if a PDF is supplied.</p>	<p>JB to send the decision to the three organisations who sent information to the PPG or to BHC</p>
<p>Carers Week 2018 ; 11-15 June</p> <p>Two volunteers at a time in the practice (person needed to admin this)</p> <p>Ideally two shifts if possible 09.00-12.00 and 12.00 – 3.00 <u>or at least in the morning.</u></p> <p>Carers Packs to be arranged in advance</p>	<p>JB to bring draft timetable on 21 March</p> <p>NS</p>

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<p>Develop an address card to give to reluctant carers showing the benefits to them of signing up. Reverse of card, or another card, showing benefits of registering for on-line repeat prescriptions, making appointments and telling people about the BHC website. NS explained that MG, Reception Manager would organise the week and arrange for various organisations to have displays.</p>	<p>PP to draft something for next meeting</p> <p>MG contacts organisations</p>
<p>Future Organisation of the F2F Group and meetings Both JH & NS think the group is useful and helps patients and the practice. ET said that in her past experience groups can get aggressive but this one is amicable and positive. HVO said the group is doing useful work. Decisions: Meetings every two months except for August and December. Next Chairman to be MM. PP & JB to work together on the Minutes. Group communication to other organisations via email bhc.ppg.f2f@gmail.com</p>	
<p>Any Other Business 1. NAPP² booklet 'Making GP online services work well for patients'³ – only 2 copies available. HVO aware of initiative: Skype doctor appointments, greater access to notes for Diabetics. Some key questions e.g. "What safeguards are in place to ensure that those online are not disadvantaged?" JH not sure that a Skype appointment is a good use of Doctor time. Mostly better to see patient face to face. Also, telephone can be a quick way to sort something out. The use of a triage nurse to sort out patients before deciding on a doctor's appointment is not a good use of the precious resource of a Nurse Practitioner, who could see more patients in the time (s)he would be on call for triage. 2. Some ideas for supporting those with Dementia and their carers: Would the practice like the free small leaflet on "A Quick Guide to Dementia"? It is produced by Alzheimer's UK; to help dispel myths about Dementia. Please can F2F Group members, who have a smart phone, download the app link: http://memricaprompt.com/ and assess for the next meeting. It is designed for a user to enter details while you remember to act as future prompts to help you. NB This app is only available on the App Store for iOS devices. The Alzheimer's Society tool 'This is me', is to help people with dementia who are receiving professional care in any setting - at home, in hospital, in respite care or a care home. https://www.alzheimers.org.uk/info/20033/publications_and_factsheets/680/this_is_me 3. JH suggested that there could be exercise sessions in the practice. There is a green space encircled by the practice building. Tai Chi sessions could be held outside there; An access door, from inside the practice, is needed and a keen person to teach. Perhaps a modest charge of per session. Classes to start free if fundraising could provide this. Sponsorship for funding for the door? MM and JB to make enquiries about funding sources and requirements.</p>	<p>NS to investigate if already in the practice.</p> <p>All F2F group members please to assess this site if you can AND assess the "This is Me" fact sheet and report back on line or in person at next meeting</p> <p>JH/NS/PN to enquire about capital costs for door JB to try a Tai Chi session in the Bicester Methodist Hall before next meeting!</p>
<p>DATE OF THE NEXT TWO MEETINGS : Wednesday 21 March & Wednesday 23 May TIME: 15.00 – 17.00</p>	

The meeting closed at 17.10 and group went to look at the green space inside the practice

² National Association for Patient Participation

³ Issued April 2017