

Bicester Health Centre Patient Participation Group Zoom Meeting Minutes

Wednesday 11 November 2020, 3:00– 5:00 pm

Attending: Monica Mehers, Chair (MM), Dr. Jonathan Holt (JH), Helen Wiffen BHC Admin (HW), Patsy Parsons (PP), Mel McCauley (MMc), Tomy Duby (TD), Jane Burrett (JB)

Actions From Meeting of 30/9/2020

- 1) PN - monthly features on the website. PN not present for update.
- 2) PP - TD has started converting leaflets to HTML for putting on the website. A sample will be created and sent to the Practice Manager (PN) to ascertain that the format is as required to load.
- 3) JH - The 3PPGs (PCN) should meet as Covid-19 Vaccinations will be at PCN level. PP to contact the other PPG Chairs. 15 or 16th December suggested dates.
- 4) JH - MMc's Patient Journey Spreadsheet was reviewed at a Significant Event meeting and its diplomatic tone was appreciated whilst providing valuable feedback. Actions taken as a result are:
 - i) Doctors are now able to select a stool sample information template when required to text to a patient. Paper copies are available at the front desk to hand to any patients requesting a sample container.
 - ii) In order to enable patients to know when their doctor is available, the website information is updated more frequently and includes posting leave.
 - iii) Doctors returning patient calls/e-consults will explain why, if they are not the patient's usual clinician.
- 5) - MMc has supplied the information leaflet re. NIHR research champions. She is working with Dr Fox (BHC Research Lead) to improve the information on the website, incorporating a link to the leaflet, and a link to the NIHR website page which shows projects that are available.

Provision Of 'Flu Jabs:

JH: The Over 65s vaccine come in limited batches to allow storage.

HW: Only one Under 65 dose left, more are expected next week (23-27 Nov). Over 65 clinics will use all we have, but more is on order.

JH: More patients than usual are taking up vaccinations this year.

MM asked who orders the vaccines. JH said that BHC changed suppliers this year and therefore we are at the back of the queue in getting vaccine.

JB had her vaccination 2 weeks ago, whilst PP has an appointment for 23/11, but noted that she received second text message weeks after having made an appointment - though before actually having the jab.

Update on plans for Covid-19 Vaccinations

JH: Covid-19 vaccinations will be administered at the Bicester PCN level, and a site will be nominated. The Pfizer/BioNTech vaccine will be kept at -80° to -70° C, then allowed to thaw in transit, and must be used within 5 days, hence the need for larger sites. Other vaccines will have different requirements, but a cold chain set up for the Pfizer/BioNTech vaccine will be adequate for others.

MMc asked if JH felt the take-up would be good. Having talked to 4 people, 3 had told her they would not be happy to have it. Would there be an advertising campaign?

JH was not aware of what advertising and information would be available. The local process would be to set up a site with required equipment ready for vaccinations in January or February 2021. Funding will be available for this purpose.

Access to BHC:

JH: Ramps and a concrete path have been installed to the 'Tai Chi' door allow for one-way routes through Bicester Health Centre (BHC) aiding infection control. The door from the staff car park is the "red" door for Covid infected patients.

A shelter for the front door has been order. It will be a strong gazebo which will be screwed into the concrete.

Patient flow through the centre is satisfactory as there are only a small number of face to face appointments. Currently only 10-15% of contacts are in person, with a slight increase because of 'flu vaccinations

JB wanted to compliment the calm and friendly way staff are coming to answer the door, though the buzzer was not working well.

HW responded that this had now been replaced by a robust video system.

NAPP report

PP reported that there had been reorganisation at NAPP. They had requested feedback on how well digital communication was working between PPGs and practices. MM said she felt it was working well, and PP said she would report this.

AOB

- 1) PP said that this time last year JB and ET (Eileen Turner) were updating the "One Step at a Time" leaflet. It was agreed that this year there was little point as most of the activities would currently be suspended. It would be looked at again next year.
- 2) MM said that she would now like to step down as chair, and asked for volunteers for a replacement. The PPG are very sorry to hear this, and are extremely grateful for her service over the past 3 years.

Actions.

PN to action monthly features on the website.

TD to liaise with PN re leaflet formatting. (Update - TD sent test file to PN)

PP to contact PPG Chairs re 3PPG meetings. (Update - Either 15 or 16/12/20, but 6:30 p.m. preferred)

PP to contact NAPP about communication.

Next Meeting.

Feb 17th, 2021 3:00 PM

The joining will also be sent out with the Agenda in the week before the meeting.

Minutes prepared by PP. Contact: bhc.ppg.f2f@gmail.com