

## **Bicester Health Centre Patient Participation Group Zoom Meeting Minutes**

Wednesday 17 February 2021, 3:00– 5:00 pm

Attending: Monica Mehers, Chair (MM), Dr. Jonathan Holt (JH), Mel McCauley (MMc), Tomy Duby (TD), Jane Burrett (JB), Eve Sariyannidou (ES), Patsy Parsons (PP), Sarah Crisp CANO (SC), Jack Rubery CANO (JR),

### Actions From Meeting of 18/11/2020

PN: monthly features on the website.

Update: The website now carries a “Tip of the Month” section, this month highlights ordering medications. Suggestions for next month’s tip are welcome.

TD/PP: liaise re. leaflet formatting for use on the BHC website.

Update: TD has amended 2 leaflets to format specified by PN. PP suggested waiting to upload until the lockdown/social distancing is over as some information in all leaflets is affected by changes and cancellations.

### PCN PPG meeting 16/12/20

Update: Much of the meeting was taken up with discussion of the current PCN Contract, how individual practices are affected by it, and the extra staff to be employed: Social Prescriber(s), Pharmacists, First contact Physiotherapists. The Covid vaccination process and progress was also discussed.

PP to contact NAPP about communication.

Update: PP apologised that the consultation process ended two days before the meeting.

### Update on Covid-19 Vaccinations:

Bicester Heritage site is working well and allows a large volume of patients to come through. The cohorts 1-4 have been completed, with up to 1320 doses given on a Saturday. Vaccine delivery has been on a Friday, but is moving to a Tuesday, so the “high volume day” may change.

### Social Prescribing:

JR has been in post just one week. Social Prescribing is being delivered through Community Connect. Users of the service must be over 18 years old and registered with a practice in Cherwell or West Oxfordshire.

People may self-refer, and will have an initial conversation to see how social prescribing could help, and discuss goals to increase wellbeing.

Social Prescribing may cover:

Support with activities and Befriending - conversation is crucial.

Lifestyle changes over 12 weeks can improve anxiety or depression e.g. acquiring a new skill or finding a new job.

SC said the system had only begun in January as the first point of contact. It is not yet on the website.

JH asked about funding. JR said this contract is thorough the CCG - not the PCN as before.

SC confirmed to JB that there is only one social prescriber in Bicester.

JH said that there were 3 Mind workers in the PCN, and also that Age UK is providing social prescribing elsewhere in Oxfordshire.

JB asked how to present the routes into the options for patients. JH said that the practices would refer to the Mind workers, and people could self-refer to the Citizen's Advice/Community Connect service.

SC added that there is a central number (0300 004 0401) to contact Community Connect, where there will be a short initial assessment, then if appropriate, details will be passed to the practice social prescriber.

JB asked what had been the experience so far. SC replied there had been quite a few befriending and mental health referrals.

#### COVID 19 Vaccination process going forward.

JH: There is less than a weeks' notice given for type and quantity of vaccine to be delivered to the PCN. Next week we know there will be 1170 doses of Pfizer vaccine, with the clinic delivering to any remaining people in cohort 5, and to cohort 6.

A new tool called QCovid is to be used to find people who are not yet shielding but should do so due to combined risk factors.

Starting to give the second dose will add complications. JH believes the allocation will depend on the first dose type and quantity.

JH said it would not be possible to handle the volumes of patients at the Bicester Heritage Centre without the help and support of the volunteers. The core group of committed volunteers are invaluable. MMc said she had offered to help but had not heard anything. JH said that because of the need for training/ orientation etc., the team were relying on this core group of "regulars". He thanked her for the offer, however.

TD said his vaccine had gone very smoothly, and asked whether BHC would have access to QCovid. JH felt it would be simple to install.

MMc asked how any extra doses were used. JH said they had a backup list of patients who could come at short notice, and also that they would vaccinate volunteers due to their exposure to many patients coming through.

MMc mentioned a point on the Heritage site which would be difficult for wheelchairs to negotiate. JH said PN liaising with the site.

#### Patient Records, visibility, and patients' method to correct

JB reported that a volunteer phoned her with the offer of a house call for the vaccination as she and her husband were listed as housebound. She told the caller they were not housebound, and subsequently got a vaccination at Kassam Stadium. Dr Hutt called her to explain that such a marker would be visible, but no such marker was on her record. JH said that records could only be amended by a clinician or a coder.

JB asked if it were time to consider a patient's requirement to view their records. ES pointed out that there is a legal requirement that records be accurate, failure could lead to a fine.

JH said the scope for error was no greater now than at any other time, and that patients could get access to their notes. He added that records are constantly changing in light of diagnoses etc.

ES said that the data controller for records was the GP practice who needed to exercise due diligence.

#### AOB

- 1) TD asked about vaccine passports and whether they would be on an NHS app. JH replied that this was not happening at the moment - the government was concerned not to increase inequality. ES said that though there were currently no plans in the UK, there would be in the EU.

- 2) JB asked about the CCG funding of the Community Connect service, as CCGs were disappearing. ES said the process of converting to the wider ICS (ed.note. Integrated Care System - ours covers Berkshire, Buckinghamshire, Gloucestershire, Oxfordshire and Swindon) started two years ago, though the ICS is not in force yet the conversion should be complete with the replacement of the 2012 Health and Social Care Act in 2022.
- 3) MM asked about attaching photos to and eConsult. JH said the option to do so was related to the condition reported. MM said it did not appear for a rash, but MMc said she had been given the option for a headache. She suggested that a link to the video guidance on the use of eConsult be added as next month's website tip.
- 4) JH reported recruitment to the PCN of a first contact physiotherapist. This is a clinical post, offering advice such as exercises, and referrals to a GP of to get and X-Ray, etc. Also, one or two paramedics are to be employed. They can train to be prescribers and will help with chronic conditions, house calls and support nursing home help. MMC pointed out there may be confusion amongst patients about the paramedics' role in the practice, but felt a benefit could be longer appointments. ES pointed out there is scepticism even in the medical profession, and educating the patient body may be necessary. JH said generally patients do accept the roles and how they fit. PP suggested a patient leaflet to explain, TD added that a graphical process roadmap may help.

#### Changes in the PPG

- 1) The PPG was saddened to hear of the death of Eileen Turner. We are grateful to have had the benefit of her wide and deep knowledge of health structures in Oxfordshire and the Bicester area. Her charm and diligence helped greatly in the preparation and contact checking of the Bicester Health Centre Physical Activity leaflet. JB said she would take a card from the Group to Eileen's family.
- 2) We are sad that Monica is stepping down as Chair of the group, and thank her for 3+ years of ideas, leadership and keeping us to the Agenda. We are pleased that she is going to stay on as a member of the PPG. We welcome Melanie as our new chair, and I'm sure everyone will support her in the role.

#### Actions:

JH to pass to PN the suggestion for the eConsult video link as next month's tip on the website.

JB to send a card to Eileen Turner's family.

#### **Next Meeting.**

14 April 2021, 15:00 - 17:00

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

Minutes prepared by PP. Contact: [bhc.ppg.f2f@gmail.com](mailto:bhc.ppg.f2f@gmail.com)