

Bicester Health Centre Patient Participation Group Online Meeting Minutes

Wednesday 14 April 2021, 3:00– 5:00 pm

Attending: Mel McCauley, Chair (MMc), Dr. Jonathan Holt (JH), Monica Mehers (MM), Tomy Duby (TD), Jane Burrett (JB), Patsy Parsons (PP), Emma Teasdale, HealthWatch Oxfordshire (EJT)

Apologies: Eve Sariyiannidou (ES)

Actions From Meeting of 17/02/2021

PN: monthly features on the website.

Update. The website does not appear to be being updated. JH reported that a staff member, Lou Moss, will be taking on management of social media and may also be able to take on some website tasks. It was suggested by MMc that the website mirror the other BHC social media sites - Instagram and Facebook, and last month's suggestion of an eConsult video guide be put on all three.

JB asked if the eConsult process would stay the same post-Covid. JH said that there may be provision for more pre-booked appointments, but that eConsult would stay in some form as it allowed for smarter sharing of work in a multi-disciplinary team. JB was concerned that the "ordinary patient" may not be aware that this triage was happening.

MMc asked about video appointments. JH said that during the pandemic AccuRx provided free video facility, but that in practice the setup took time from an appointment. TD commented there were too many platforms, and patients would have differing levels of computer literacy. JH said it was more useful to record whether people had mobile phones.

JB asked who reviewed the outgoing answer phone messages to the patient, and how frequently, as some felt that this was upsetting and seen as a barrier to access due to the time taken up by them.

JH said that HW would supply an update on this. JH added that Sara Askew, who has been employed (3 days/week total with 1 day at BHC) to review various systems, e.g. management of chronic diseases, would be an appropriate person to review this in the context of a wider review of the processes occurring from patient contacting surgery to having contact with a clinician.

Vaccine Site Update:

JH reported that all patients in cohorts 1-9 have been offered the vaccine. There is a council team to track down those in cohorts 1-4 (most vulnerable) whom we have been unable to contact.

Now those age 40-49 may be vaccinated, and BHC are working down from age 49 yrs.

There was a small clinic on Saturday to vaccinate housebound patients.

There are plenty of AstraZeneca doses in the fridge. The Pfizer vaccine quantity is 1170. Some patients are not coming forward for second doses, or are travelling to Oxford, Burford and Banbury, or mixing doses. Beyond next week there are lots of second doses will be delivered, as well as the younger cohort. 1000/day are being given on weekdays, and 1500/day on Saturdays to minimise backlogs. MM said she was very impressed with the organisation and the volunteers, and the ability to park close to access where necessary. EJT said that feedback on the Heritage Centre would be passed back, adding that she had had fantastic, and very sympathetic, treatment as she is needlephobic. JB had taken a passenger who needed a walking stick, and a volunteer, seeing this, immediately directed them to priority parking.

JH agreed that the volunteers have been amazing, there every day to ensure the system works according to the necessary process.

MMc reported that the lights were broken on her visit and that the traffic was very fast on Skimmingdish Lane. She asked whether police could be called to patrol the crossing should this happen again. MM suggested a "lollipop person" could be used. MMc also suggested there could be cones for people entering on foot to divide them from traffic.

PCN Staffing Update

JH reported that a paramedic had verbally agreed to join the practice, and would start in 4-6 weeks depending on their notice period. A clinical physiotherapist was employed last week to work 2 days a week. The NHE roadmap requires high GP supervision to work in first contact roles.

The clinical pharmacist covering medical reviews is now working 5 days/week.

NAPP Update

HW is to clarify the position with regard to payment of the NAPP subscription. JB said the renewal date was in May. MMc said it may be useful to see what initiatives other PPGs have undertaken. MMc will contact NAAP to clarify position on invoicing.

Survey to Send to the Virtual Group

PP had circulated a survey to send to the virtual group to get feedback on services in the practice during the pandemic specifically same day appointments, and to collect ideas about projects the PPG could undertake. The hope is to get more people involved in face to face group activities, PP was to reword the survey question to encourage this JH said we could ask Sara Askew to help in the delivery.

EJT said that Smart Survey (rather than Survey Monkey) was used by HealthWatch Oxfordshire. MM pointed out that due to lack of responses we do not know if the virtual group are receiving/reading our emails.

MMc suggested that we could set up some kind of a Covid Memorial, and the survey could collect ideas.

JH pointed out that as the Tai Chi garden is now used as the main entrance for staff, space for a memorial was limited, though the benches are used by staff for coffee breaks, lunch etc.

MM pointed out that should we wish to take actions needing funding, there were grants available to non-charity social enterprises.

Introduction to HealthWatch Oxfordshire.

EJT: HealthWatch Oxfordshire is an independent charity which listens to people's health and social care experiences. There are 151 bodies across the UK, who hear and aggregate issues. They have the Commissioners' ears, so are able to get things done.

HealthWatch Oxfordshire hold monthly forums, currently online, covering such topics as social prescribing and the Covid vaccine rollout.

HealthWatch Oxfordshire set up the Oxfordshire Wellbeing Network to bring the whole volunteer sector together and give them a voice with the Health and Wellbeing Board.

EJT attends PPG and PCN meetings in order to hear patient views.

She provided the website address: www.healthwatchoxfordshire.co.uk and noted that there is a lot of information on the PPG pages:

www.healthwatchoxfordshire.co.uk/ppgs/ and also reminded everyone that there is a feedback section on the HealthWatch Oxfordshire website and invited people to use it.

JH asked what area EJT covered. All of Oxfordshire - 67 PPGs, 21 PCNs as well as liaising with practice managers sharing information and learning what is relevant locally and giving a wider viewpoint.

JH said EJT could email Sara Askew to introduce HealthWatch Oxfordshire and the patient voice

EJT said that HealthWatch Oxfordshire had held a review of practice websites in August 2020, an PPG chairs had received the report.

AOB

- 1) MMc said that she had received the HealthWatch Oxfordshire website report. She felt that the landing page of the BHC website was too long. TD commented that it was very crowded. MM said that at times it did not work on a phone. In light of these and other comments it was agreed that PP should collate people's comments about the website, and pass to the practice.
- 2) JB asked about progress at the Graven Hill site. JH said he was not aware, beyond the location being settled.
- 3) Covid memorial – general discussion of ideas.

Actions:

Everyone: give feedback on the BHC website

PP to collect comments from PPG members with a view to improving the BHC website.

PP rejig the PPG Survey and pass to the practice to discuss how it can be circulated.

PP to collate ideas re Covid memorial submitted by F2F group.

Next Meeting.

16 June 2021, 15:00 - 17:00 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