

Bicester Health Centre Patient Participation Group Online Meeting Minutes

Wednesday 20 September, 3:00– 5:00 pm

Attending: Dr Jonathan Holt (JH), Peter Wilson (PW), Jane Burrett (JB), Christine Tulloch (CT), Tomy Duby (TD), Patsy Parsons (PP)

Apologies: Teresa Allen

Actions From Meeting of 12/07/2023

Updated Results Poster and Welcome Leaflet

A suggested poster and leaflet had been circulated prior to the meeting and amendments / corrections were suggested. JH to provide amended wording for third paragraph on Welcome leaflet. PP to amend and re-circulate with these minutes. If acceptable, the poster will be displayed in the surgery, and the Welcome leaflet will be given to new registrants, either physically at reception or via email.

The Results Leaflet: If there is an abnormal result a GP will contact the patient. If a test goes missing it is useful for the patient to check.

The Welcome Leaflet: JB asked what would happen if new registrants did not have an NHS number, for instance refugees. JH said they would still be registered, and that the Reception team would know how to proceed. JH mentioned that with the NHS app it is necessary to log in each time. JB asked how many new patients are registering each month. PW said at the latest review it averaged 180, and between 6 and 10 are leaving.

Website

The website editing service does not allow access to a single page, so it will not be possible for the PPG to maintain their page of the website.

“HELP” Leaflet - now “HOW TO GET AN APPOINTMENT”

PP to amend Physician Assistants to Physician Associates in the list of clinicians and add “usually by 6 p.m.” to the first paragraph under the e-Consult picture.

JB referred to a patient who had had a bad skin reaction to medication and had been given a dermatology appointment in 7 months’ time. JH said that GPs do not know the wait time after they refer a patient.

New Topics

Covid Vaccinations

PW said there was an NHS push to vaccinate more quickly this year, so BHC is conducting clinics for Covid/flu vaccinations every day, including Saturdays, at the moment.

It is hoped the bulk (95%) will be done by the end of October, then sweep up.

PP asked whether, will the increasing number of Covid cases, there is a wait time after recovery before vaccination. JH said guidance is to vaccinate “as long as they do not feel unwell”, not the month wait as in the past. PW said there has been more uptake than in the spring. JB suggested it was because people think there is more risk in the autumn. PW said also people coming in for flu would get the Covid vaccination.

PCN News

JH said that the Mind worker was on maternity leave. They are currently recruiting for a replacement.

There is to be a Mental Health Hub, which will take people from Bicester PCN, Kiwi PCN and North Oxford. It would be at the Julier Centre 1-2 days a week, funded by the Adult Mental Health Team. There would be a psychologist, personality disorder specialist, mental health support worker and PCN mental health services. There is concern that some previous referrals to secondary care may be diverted to this hub.

A new physician associate is to start in November, and a new nurse practitioner is being recruited. JB asked about turnover of staff in reception. PW said the last leaver was moving. There have been efforts to reduce office workload and the introduction of a monthly employee prize, a paid volunteer day and a cycle to work discount scheme which have been well received.

JB asked about abuse to staff. PW said it was hard to measure, but there had been fewer complaints. He added that following unacceptable behaviour, the practice manager would issue one warning to the patient and if a repeat occurred the patient would be removed from the books and may have to register with a practice a long way away.

JH said there were plans to expand the practice footprint into the Julier Centre by 2025. JH also reported that the Neighbourhood Multidisciplinary Team (MDT) continues to grow in maturity and the type of work it is doing, becoming one of the leading MDTs in Oxfordshire. There is a plan to move to a proactive, not only reactive, approach. Cases include discharges and the housebound, as well as checking on patients in poor mental health who have not been in contact with the practice in a long time. There is a plan to take patients to the Community Hospital on a full or half a day on Fridays for a team assessment including occupational health specialists, physiotherapists, GPs, and mental health staff as appropriate. This approach would mean a single visit and not multiple home visits by different professionals. The MDT would discuss what is needed. The team would be made up of BHC staff over 3 days and Alchester 2 days.

Enhanced Access: Wednesday evenings 6-8 p.m., and Saturdays. JB asked whether appointments were being taken up. PW said BHC uses their allocation and can sometimes use other practices' slots at the last minute if not filled. Some vaccinations are being done too.

TD asked about the GP taking maternity leave; she has had her baby. PW said GPs had been hard to recruit, however 2 had been recruited in a short time, one for the maternity cover and another starting in a month or two. PW said they were made very welcome on visits and that BHC had good patient feedback.

A.O.B

PP asked if the F2F group, small as it is, was any use. She also pointed out that there had been recent instances of communications with the practice not getting actioned e.g., distribution of minutes to PRG online or display on the website and updated leaflets. JH said the group was a useful sounding board, and that he had been surprised that no members had come from the last vaccination session. JB offered to help PP with admin. PP said that things had worked better when there had been a dedicated person at the practice. PW offered help with the agenda and minutes. JB thanked PW but said where this had been tried at other practices, the PPG has lost its voice.

JB asked about the leaflets that might be reviewed for the practice. JH said that the Social Activities for the Over 60s needed review. (The version still BHC website was from 2019) and the Bereavement Leaflet. JB and CT offered to work on these.

Actions:

PP to produce updated Test Results, Welcome and "How to" poster/leaflet.

Next Meetings:

Wednesday 22nd November 2023, 3-5 p.m.

2024 meetings to be scheduled at that meeting.

Minutes prepared by PP and JB.

Contact: bhc.ppg.f2f@gmail.com