

Minutes approved by those present at the meeting and sent for distribution to Website & virtual PPG on 19 April 2019

Bicester Health Centre Patient Participation Group Bicester Health Centre, Coker Close, Bicester OX 26 6AT

F2F Meeting Minutes - Wednesday 20 March 2019 3.00 – 5.00 pm

Present

BHC Staff: **JH, NS.** F2F Group members present: **JB, GH*, MM, PP,ES, ET*, EW**

The Minutes of 23 January '19 meeting approved already; sent out to the virtual PPG and put on the website for anyone to read.

ITEMS ARISING from January Meeting

ACTION/UPDATE

Tai Chi Sessions in the practice for BHC Patients

MM reported that last 2 weeks had been cancelled because of high winds and chill. There are 25+ possible participants listed. **AT**, the instructor, is owed £22.00 to date. Film will be put on the windows at end of the reception area. Matting will be put by the side access doors to the green space, and key pads fitted to the doors. **NS** had arranged assembly of the 2 seats/benches which are now in place.

Meeting between ES and PN

ES met the practice manager **PN** on 29 January '19. Various issues were raised including privatization of services and contractual requirements of health practices in the transfer of information. Meetings will take place in future. Changes because of Brexit may come.

Car park lines

Have been repainted with highways product. A comment that drivers seem to be more aware now.

Update on language in standard messages, chosen by clinician, to be relayed to a patient who phones for information.

Various comments were made on the 2 pages sent out before the meeting including the removal of a name of a member of staff. Comment that a patient might cancel an appointment, made online, without a clinician being aware of the cancellation when appointment is needed to be kept.

Large laminated notice to be placed in testing rooms (about the importance of following up on a test in the practice)

This will take place when review of leaflet on Test Results completed.

Feedback on the Future Plans of the three Bicester Practices and their locations in Bicester

Various comments and suggestions were made about this. To a request that the Practices request long term planning for shuttle buses in Bicester, when population reaches 60,000, the meeting was informed that, at a meeting with the Town Council, the practices which had asked for transport plans were informed that there were no plans to push for buses as they are uneconomic. **There will be a Public Engagement about the long term plans for the practices on 14 May 2019 7.30 pm at John Paul II Centre in the Causeway.** There will be a new contract for Primary Care Networks (PCNs). The 3 Bicester practices will form one group. Islip, Kidlington and Woodstock practices will form another group. (all these are part of NELF¹) Practices will need to work more closely together and share funding for some services which will be channelled to a group of practices. e.g. a shared pharmacist - as was mentioned on 23.1.19

A Facebook page for Bicester Health Centre The old Facebook page has been deleted. A new Facebook page is being set up.

Participants viewed the green space with 2 benches after the meeting. Design for Tai Chi poster received

This project is ongoing in the practice

Notice done

¹NELF is North East Locality forum of Patient Participation Groups

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AGENDA

ACTION/UPDATE

<p>1 Simplifying the language in practice leaflets and new leaflet on NHS Screening: NHS Screening JH and MM, Other leaflets JH and PP, leaflet 'Services for over 60s in Bicester' PP and JB to review There has been a request by other practices in Bicester to use our leaflets. This was agreed provided the BHC.PPG.F2F logo is kept; to acknowledge source. Requests had been received for copies of PP's 'Transport to your Appointment' poster.</p> <p>2 NELF forum on 6.3.19: feedback from ET Dr. S. Attwood has been replaced as head of the NELCCG by Dr. Will O'Gorman. Liability Insurance and Medical Defence will be taken over centrally. MSK – there have been personal referrals to physiotherapy since Dec. '18. The process is: Patient sees GP - GP gives Patient booking slip – Patient makes the appointment with MSK. Mental Health – there are some self-referrals now.</p> <p>3 Vasectomy focus group: feedback from ET The OCCG plans a limited service in future. The demand from the 40-44 age group has tapered off but has increased for the 30-39. Some men felt that their wives had been on the contraceptive pill for a long time i.e. from age 14. ET commented that the short term saving on the provision of a vasectomy service might lead to much bigger long term costs from unwanted pregnancies.</p> <p>4 Diabetes Engagements Events 7.3.19 and 14.3.19 – Littlebury Hotel Three F2F group volunteers had attended each evening to register patients, offer leaflets including 'One Step and a Time' and encourage anonymous questions on post it notes; hopefully to reduce queues after each event. The first focussed on exercise and the second on diet. JS nurse practitioner sent her thanks to the PPG. There were about 36 and 42 patients respectively. Some attended both events. It had been noted, at the events, that the link to NHS exercises to do at home was not available to all present. A 'Chair based Exercise Sheet/ leaflet' will be done. <i>During the second evening a patient came and donated a cheque for £300.00 towards a third bench in the green space at the practice! Additional monies sent to JB for a memorial plaque for the bench. A photo and thanks will be sent to the 3 donors when all the 3 benches are in place.</i></p> <p>5 Items from February newsletter from NAPP² (in addition to points which have been covered in our meetings already) The GP practice displays its latest CQC report in the practice: BHC displays it in the Reception Area. PPG Awareness Week: 10-15 June will coincide with the Carers' Week: 10-16 June. Mention was made of the need for PPGs to cooperate as practices group together in Primary Care Networks (PCNs). The 3 PPGs in Bicester have had informal meetings already.</p> <p>6 Next Initiatives for the PPG to take forward JH suggested two areas for action A: evening meetings for patients in the middle waiting area. These could be advertised on the Facebook page. Topics could include Asthma management, Mental health, Diabetes and other medical education topics. PPG would arrange suitable dates, speaker and be available in the evening for these events to welcome patients. B: Fundraising by the PPG would be helpful to be able to buy equipment, in the £2,000-£3,000 range, to help the practice. A PPG volunteer with fundraising experience could be advertised on the planned Facebook page.</p>	<p>PP, JB done PP to contact other PPGs</p> <p>3rd Bench & plaque ordered JB. PP JB</p> <p>Volunteers will be asked for availability at the May meeting.</p> <p>JB to contact PPG, with fundraising experience, in Pangbourne</p>
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²NAPP - National Association of Patient Participation Groups

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<p>Examples of equipment in this category:</p> <ul style="list-style-type: none">- CRP Inflammatory marker machine. What does it do? If a patient presents with a cough the machine will indicate if antibiotics are suitable. A blood test result takes 24+ hours to come back. Antibiotics may not be necessary but a GP might prescribe anyway. Antibiotic resistance may emerge from over-prescribing. Costs: machine £2,000-£3,000 and kits to be used it would be £7.00 per test. Kits on their own, without a machine, cost £14.00 per self-contained single use kit.- A really good Blood Pressure machine to have in reception at the practice. (Minutes from previous meetings have noted problems with the product available for use in reception at the moment). The cost would be similar to the CRP machine. <p>Members suggested a fundraising event or a sponsored event for fundraising and to make use of the BHC Facebook page, in the future, for education. The printed leaflets reach only some of the patient community e.g. screening needs to be encouraged with younger patients.</p>	
<p>ANY OTHER BUSINESS</p> <ol style="list-style-type: none">1. A larger table for the current Blood Pressure machine was requested. The current PB machine is not suitable for people who cannot offer their left arm to the machine for physical reasons.2. Information given about the planned start of a Brain Health Clinic, in Oxford, to offer a memory service with the aim of making the assessment better for various forms of dementia. This would be when a patient is referred by a GP; in addition to newer cognitive tests brain scan would be offered. ES is aware of a number of permissions being sought for this Clinic.3. There was a comment about the long waiting times at reception again. Some of the new receptionists need to be reminded to A: CHECK THE LENGTH OF THE QUEUE from time to time and B: PRESS THE BUZZER for help from others if there are a number waiting. (in 10-15 minutes waiting the queue builds up)4. What exactly is Health Watch? ES explained that it is a high tier administration of the CCG set up from 2012 to cover health and social care with the objective of representing patients' views. Health Watch Oxfordshire may be accessed by anyone and particularly PPG members; https://healthwatchoxfordshire.co.uk/. You can sign up to receive a newsletter too.	

The meeting closed at 5.00 pm

NEXT MEETINGS Wednesday 15 May 2019 Time: 3-5 pm in BHC and Wednesday 3 July 2019 Time: 3-5 pm in BHC (note 1st Wednesday not 3rd)

PPG members are welcome to attend and/or send comments beforehand. Please notify bhc.ppg.f2f@gmail.com to confirm you are coming.