

Minutes approved by those present: issued for distribution to the BHC Website and to the BHC PPG Virtual Group – 11 February 2019

Bicester Health Centre Patient Participation Group Bicester Health Centre, Coker Close, Bicester OX 26 6AT
F2F Meeting Minutes -Wednesday 23 January 2019 3.00 – 5.00 pm

Present

BHC Staff: **JH, NS.** F2F Group members present: **JB, EE*, MM, PP, ET*.** NELF Chair present: **HVO**

Apologies: GH*, ES and EW

The Minutes of the November '18 meeting approved already and had been sent out to the virtual PPG and put on the website for anyone to read together with the leaflets.

ITEMS ARISING FROM November meeting

ACTION/UPDATE

<p>Tai Chi Sessions in the practice for BHC Patients</p>	
<p>New door is in place from reception to the green area. A ramp has been built into the space MM reported that 10 patients over 65 would start from Thursday 24th January '19. Told to wear warm, loose clothing and waterproof footwear. Receipt book for weekly payments. Signing in book as well to be kept at reception. A communication tree to be set up in case of class cancellation.NSThe 2 very narrow gates between practice and back wall must be open to give fire exit during sessions outside</p>	<p>1st session took place. Positive feedback received on exercises and instruction.</p>
<p>Benches/Seats 1Captains Treble Seat, with arms, to be ordered from NBB Recycled Furniture. This is a donation in memory of a Bicester couple who used BHC. <i>(please see end of document for photo of seat which will be ordered)</i> Total number of benches/seatsand colour (s) wished for to be decided by practice.</p>	<p>JB FOUR in total JB</p>
<p>Funding Further applications may be difficult; PPG is not a registered charity with annual accounts. Applications as a community group with constitution and link to BHC to be tried and other fundraising to be considered.</p>	
<p>Updating the practice website with information on the PPG to be more easily visible (Minutes and Leaflets etc.) JH explained that the BHC website design may change. Many different approaches to patient care are being considered involving different services, including telephone 111, on line triage etc.</p>	<p>No action by NS & PP at this time.</p>
<p>An individual patient's opt-out choices/options(medico-legal matters) ES is scheduled to have a meeting with the practice manager PN on 29 January '19.</p>	<p>Meeting took place. ES will update20/3/19</p>
<p>Self-Access Blood Pressure machine in the reception area. A static chair, <u>which is height adjustable</u>, has been placed by machine. JH acknowledged that the process of using the machine is complicated, but that simpler ones are very expensive.</p>	
<p>Repainting lines in the patient car park. Practice Manager PN is arranging for line painting, as on public roads, which last longer.</p>	<p>PN</p>

<p>NEW Leaflet on NHS Screening. Comments came from various F2F members including from ES about data retention and use. MM offered to take all comments and review the leaflet. JH BHC is not a data holder for any of the tests. The different photo chosen, by 3 or 4 F2F Group members, from Bicester Town Council photos sent before the meeting, is the one with flowers at Garth Park, Bicester. A caption to be squeezed in if space. Training information on encouraging people to take up free screening offers to come to JH when it is planned. At this point MM offered to review all the leaflets and try to simplify language further. (See comments in third item on agenda below.)</p>	<p>MM</p>
<p>Language of standard messages, chosen by a clinician, to be relayed to a patient who phones for test result(s). This review is ongoing in the practice. An update at the next meeting</p>	<p>JH</p>
<p>Test Results Leaflet as an A4 laminated version to be on display; PP offered to reformat to an A4 sheet when any amendments have been made to the Test Results Leaflet. (see item about review of language)</p>	<p>PP</p>

AGENDA

ACTION/UPDATE

<p>JH and practice preparation for Bicester Population Growth Alchester (former Victoria Road & Langford Village practices) and Montgomery House practices may move to a new site for one or more practices. BHC has THREE possible options</p> <ol style="list-style-type: none"> 1. To stay and expand on site. 2. To stay and rebuild a 3-storey Health Centre with Montgomery House. But the current Montgomery house building and car parks are owned by PHP and are on a long lease. <p>Advantages of 1 & 2:– unchanged access for patients – co-location with the community hospital.</p> <ol style="list-style-type: none"> 3. Move with others to a new site <p>Disadvantages:- a new building would be on the edge of Bicester (e.g. Kingsmere area or Graven Hill area), therefore worse access for majority of BHC patients.- May not be big enough for all the patients (as Bicester grows). - Would cede control to PFI scheme and practice(s) have a long lease - Over a long lease it would be difficult to predict needs.</p> <p style="text-align: center;">****BHC has decided that Option 1 would be the best****</p> <p>Additional advantages: - Can expand gradually into the other buildings on BHC site; into the West Wing and then into the Julier Centre, when the leases are up in 2025. A floating additional storey may be put onto the Julier Centre building later.</p>	<p>If you are a patient reading this: What is YOUR opinion about the decision of the practice??– Please <u>reply as soon as possible</u> – to one of the email addresses shown at the bottom of the page. Opinions will be collated for the practice <u>anonymously</u> by the end of February '19.</p>
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<p>Disadvantage of staying on the site is the lack of parking. It may be possible to find other parking for staff. Then patients could use the parking in the staff car park behind BHC. PPG members present had no objection to the choice of slowly expanding on site. ***JH asked that the opinion of the other F2F Group and Virtual PPG members be sought.***</p> <p>Review of Constitution for the Patient Participation Group The original document from 2011 was updated - with the name changed from Patient Reference Group. The new constitution to be signed and dated by the Practice Manager PN</p> <p>North Oxfordshire PPGs Meeting on 22.1.19 This was attended by MM, PP, ET and JB. Each sitting on a different table to exchange ideas with other PPGs. The first presentation was on the future of primary care in Oxfordshire. The clinician speaker had a lot of power point material to cover. ET noted that he spoke more about the stresses of primary care and the need for changes. JB noted that in future primary care networks will be based on GP registered lists serving communities of around 30,000 to 50,000. It is planned that these networks will be in place by April 2019. The practices in Oxfordshire will be in 17 groups and these groups could share ancillary support workers e.g. mental health support, a physiotherapist, a clinical pharmacist*to help with patient medicines review and to advise on complex prescription situations when an alternative to an unavailable prescribed medicine has to be found. The second presentation was on the practice and social media, particularly with patients under 29. The speaker thought that video consultations and electronic communication would suit all - both clinicians as well as patients. He dismissed printed information and urged practices to engage with a **Facebook Closed Group**. He commented that F2F group meetings would not be so necessary. More patients would be involved through social media communication. The third presentation on printed information, specifically about BHC leaflets, was given by MM in the very short time left by the previous speaker. She referred to the need to keep the language simple because of the low reading age of the adult population – viz. 9-12 years. She explained the background to some of the BHC leaflets. HVO commented on the positive feedback to the leaflets. <i>(All the copies on a table display – printed in b/w -were taken by other PPG members except for the one about bereavement services in Bicester.)</i> The fourth presentation from the Chair the North Oxfordshire Locality Forum She mentioned the 70 GP practices in Oxfordshire and the grey/ white haired PPG members. She urged PPGs to find ways of communicating with pregnant women, PTAs and Sixth Formers to widen the consultation base. The final presentation was on GDPR and managing data safely; sending Bcc copies of emails, need for positive feedback on wish to receive emails.</p>	<p>Document signed & dated: 31.1.19</p> <p>BHC has a *clinical pharmacist 1 day a week funded by OCCG</p> <p>**BHC is developing a Facebook Closed Group page with an Administrator to approve postings. If you are a patient reading this: Would YOU join a FB Closed Group?? Please reply as soon as possible – to one of the email addresses shown at the bottom of the page. Opinions will be collated for the practice anonymously by the end of February '19. *****</p>
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<p>Other points heard at the tables includedSome PPGs were inactive – ‘tick boxing by practice’. Others were reviving. One or two practice managers were present. Deafness awareness training for receptionists in one practice. No other PPGs, who were asked, were members of N.A.P.P. ‘Social Prescribing’ was mentioned during the discussion session. BHC is already doing SP.</p> <p>-----</p> <p>PP asked if Mjog software, which BHC is using, could be used to broadcast information. JH felt it is best kept for appointment reminders.HVO said that communication with patients should include Noticeboard(s), Printed Leaflets and social media.</p>	<p>There is a hearing loop system in BHC</p>
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<p>ANY OTHER BUSINESS</p> <p>Diabetes Engagement Days for BHC patients and family – Thursday 7th March and Thursday 14th March-Littlebury Hotel:5.45 – 7.30 pm. Volunteers invited to welcome and register those who come in response to a letter invitation. A stand for BHC PPG will be near the door for leaflets etc.Timetable& further details will be sent nearer the time.(JB)</p> <p>JH thanked MM for the organisation leading to the restart of Tai Chi classes at the practice.</p> <p>JB suggested that in future the Agenda would be sent out to the virtual PPG before the next meeting. This was agreed.</p> <p>NEXT MEETINGS</p> <p>Wednesday 20 March 2019 Time: 3-5 p.m. in BHC. To be approved in March: Wednesday 15 May 2019 Time: 3-5 pm in BHC</p>	<p>07.3.19:PP, ET,JB 14.3.19:MM, ET,</p>
<p>The meeting closed at 5.00 pm</p>	



Standard Bench shown