**Bicester Health Centre Patient Participation Group Online Meeting Minutes**

Wednesday 06 December 2023, 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(TA)

**Actions From Meeting of 20/09/2023**

**Updated Results and Welcome Posters and Get the Best From your Practice Leaflet**

The comments from the last meeting had been incorporated, and the documents put into use by the practice. The Results poster is with the HealthCare Assistants.

JB asked if there had been results from issuing the Welcome information for new patients. JH said he would check on the status/use of the flyers.

JB pointed out that the “Get the Best From your Practice” leaflet was not on the website. PW said that it had been loaded, but the name had not been changed. He would ask TL to amend this.

**New Topics**

**Bereavement Leaflet**

The latest version of this had been circulated to the group for review. PP to amend the front logo to BHC, then send PDF version to PW.

**Social Activities for the over 60s**

A version of this had been updated in October but not approved at the time. JB pointed out that there had been many changes since the last version and gave an overview.

PP to add u3a words from TD, reduce Arch entry, and correct typo, then send to PW.

PW asked which leaflets would be suitable/ready for an external print run. PP and JB to review.

PP asked if it were possible to get the leaflets out to a wider population, but PW said that distribution outside the practice risked having old versions in circulation. JB said a print run should not be too big so there were not too many old copies around. PW said he envisaged 50-100 at a time, to be distributed under control. JH suggested removing the date from the Abingdon and Witney next course so that the leaflet did not look out of date.

**PCN News**

JH reported that Montgomery House had fully signed up to the PCN. There was to be a meeting of the PCN next year, but no additional funding for extra roles was expected. The contract is likely to remain unchanged for a year or two giving some stability following the election.

The ICB have said the PCN is not providing the full Enhanced Hours service (6:30-8pm 5 days a week) and are asking for change by the end of the year. The PCN are hoping the current offering of Wednesday (18:15-20:00) and Saturday (08:00-13:00) with a GP and nurse, face to face, will be acceptable. Staff are thinly spread.

The PCN are addressing the issue of health inequalities within the network. The team reach out to patients with severe mental health issues, whose life expectancy may be reduced by 10 years. This may be because they do not come in for physical screening. Initially the team will contact the housebound, then those who have not been seen for 12 months or more. The initiative will apply across all 3 Bicester practices. PP asked how the patients will be selected. JH said via the diagnostic code, which is integral to care.

There has not been much change to PCN additional roles. A Physician’s Assistant has been added, and BHC is slowly progressing with the properties project to extend BHC into the Julier Centre buildings.

**Reception Machine**

PW reported on the “You have missed your 8 a.m. appointment.” error. He pointed out that patients could still log in onscreen below the message, though the red message was hard to ignore. The error is due to the way lists are managed on EMIS. JH said that one clinician will test a possible solution, which will be taken up by the other physicians if successful. CT reported that the machine did not always tell patients to go to the correct waiting area. PW said he would look into this.

**Connect Health Physiotherapy Contract**

PP reported that following GP urgent referral to Connect health, a patient had waited 3-4 weeks for a telephone appointment at which patient was asked the same questions that had been answered on the online questionnaire. Also, on daily calls to try and get a face-to-face appointment in Bicester, the call handler said they did not work with Bicester, then that there were no appointments in Bicester, and offered one in Banbury. Finally, when an appointment was available, the handler said that the request had been received two months after the date of the GP referral. JB reported that she had had letters from Connect Health with conflicting appointment dates, and finally a phone call telling her she had an appointment on a completely different date. JH said that the handling of wait lists was important to the contract. He also said that complaints to Connect Health would be reviewed and was therefore worth doing. PP said she had had multiple letters about the same appointment. JH said that maybe the hope was that this would reduce DNAs (did not attends). JB said that one of her letters had informed the cost to the NHS of a DNA, and suggested patients should be more widely informed of these costs.

**A.O.B**

JB raised the issue of the next leaflet to review. There is one from 2017 “What to do when you are referred” which is an NHS publication. This could be reviewed to be from the BHC point of view.

JB wondered if the leaflet was creating unreal expectations. JH said it was something for the ICB leadership team to address. TD pointed out there was a similar leaflet on the internet.

JB raised the issue of primary care doctors expected to prescribe new medicines ordered during a hospital stay. She wondered if this was a matter of cost. JH said that if they were urgent the hospital would prescribe them, but if less pressing, a letter would be sent to the GP, which has to be scanned onto the system, so it may take longer. Recent delay in post delivery locally was mentioned.

**Actions:**

PW to ask TL to amend title from “Help your GP…” to “How do I get an Appointment?” leaflet on the website.

PP to amend the front logo on the Bereavement leaflet to BHC, then send PDF version to PW.

PP to add u3a words from TD, reduce Arch entry, and remove date reference in “Over 60s”, then send to PW.

PP and JB to review leaflets and tell PW which are suitable for a professional print run.

**Next Meetings:**

Wednesday 7th February 2024, 3-5 p.m.

Wednesday 10th April 2024, 3-5 p.m.

Minutes prepared by PP.

Contact: bhc.ppg.f2f@gmail.com