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

Wednesday 07 February 2024, 3:00–5:00 pm

Attending: BHC: Dr Jonathan Holt (JH) acting Chair, Peter Wilson (PW),

PPG: Jane Burrett (JB), Christine Tulloch (CT), Teresa Allen(TA), Tomy Duby (TD), Patsy Parsons (PP)

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

Three leaflets had been circulated before the meeting.

One Step at a Time: TD had commented that line spacing for bicester walks could be confusing. PP amended. JB had not been able to get a response from Bicester Millennium Cycle Club. PP said she could go to the Leisure Centre one Saturday to see if rides were happening. PP to make web links more uniform, and not bold.

Bereavement Leaflet: TA commented there were entries for deaths from specific causes e.g. Youth bereavement or cancer, but not much for general deaths. She suggested an entry for Carers of dementia patients who may mourn the loss of a person, then later a death. JH said that Cruse was a general bereavement organisation.

Social Activities for the over 60s: No Comments.

JH asked whether it was just these 3 leaflets ready to print. JB confirmed it was but would send them out to the listed organisations once more to get checks on details, then pass to PW.

**New Topics**

**Test Results**

There was discussion of the next leaflet for review. The 2018 leaflet “Getting your Test Results” was shared by JH with meeting participants. JH explained that a new approach is needed as so much has changed in 5 years. Patients are now, in the first instance, pointed to the NHS App to see results. Suggested content of the updated leaflet was discussed:

1. Where and when to find your test results in the App, and knowing what actions are required for follow up.
2. A section for those not digitally enabled or confident using the app.: e.g. there are the options to call the GP in the afternoon. Also suggest the patient could have a tech buddy to help, after giving the practice written permission to share certain information.
3. Explain that all patient notes will be on the app going forward.

TD mentioned the problem of accessing a referral or appointment letter from the practice or hospital received via SMS.

JB said that there was limited ability on the NHS App for an approved person to act for someone; they could order a repeat prescription or make a phlebotomy appointment.

TA commented that all letters should be in the Documents section of the “Your GP health record” menu and that there are You Tube videos to help people use the NHS App.

JB mentioned the use of Health and Welfare LPAs, which must be completed while the donor has mental capacity; PP suggested this is expensive for many patients.

PP asked if the practice had a list of carers, and JH said it was a coding note. PW said that there may be data protections aspects here.

JB asked about using the Patient Access app. JH said the NHS app was taking over with increased features.

**BHC/PCN Update**

Enhanced Access Hours Service Review.

JH explained that the contract will be coming up for review sometime in April or May. The contract has been in place for two years. The flexibility within the PCN to the hours originally requested by the government had been approved by the ICB. Extended hours are as follows: Wednesdays 18.00 -20.00 and Saturdays 08.00-13.00 at BHC and Tuesdays 18.00-20.00 at Montgomery House Surgery(MHS). Appointments are bookable, and there is a tacit agreement that patients will be seen at their own clinic. Alchester patients are allocated 1/3 of appointments at all clinics, which can be filled by host practice patients if they are not taken.

The original, national, hours requested (M-F 18:30-20:00, Sat 09:00-17:00) would have meant some sessions not having a GP present, and fewer health staff, which the current offer allows.

Participants had not heard any comments about the BHC provision for the enhanced access.

JB asked how much notice there would be about a change in the contract. JH said hopefully there would be some, but if there were major changes, some months would be given to implement.

**Friends and Family Test**

PW reported that a patient receives a text after an appointment requesting a comment. This is found to work well as it is so immediate.

There is also a screen display in bright colours in first reception room encouraging feedback.

BHC are recording an above 90% ‘good’ and ‘very good’ response rate (Min 91% Oct ’23. Max 96% Jun & Dec ’23). PW reported that in Nov ’23 there had been 741 responses. PP asked how many appointments there were in a month, and what proportion responded to this F&FT.

It emerged that there are about 18,000 (17,386 website (ed.)) patients registered, but monthly appointment numbers were not available.

TA commented that those numbers were good, and that any organisation would be happy with that feedback. JH noted that as feedback is related to appointments, any fall in a particular area could be checked.

Physician’s Associates (PA).

JH reported that all e-Consult and telephone appointments are rated by the triage GP on duty. Appointments are allocated to a GP, Paramedic, Advanced Nurse Practitioner, Physiotherapist, or a PA. The PA may deal with acute but minor matters but not with long term, complex, chronic conditions such as diabetes or asthma. The PA at BHC was appointed before Christmas. During the first year there is a higher level of supervision by a GP. There is protected time daily with a GP who acts as a supervisor as well as protected learning time. The triage GP is always available e.g. to arrange a prescription as the PA cannot prescribe.

JB asked about the costs in terms of supervision. A PA sees about 20 patients per day, with 1-2 GP appointments lost for support. To put that into context there are about 100 eConsult and 200 calls a day to BHC.

JH commented that the PA role is different in Secondary Care where the PA may be attached to a specific ward and given tasks according to the type of treatment and care required.

The topic of physiotherapy came up again (see November 2023 Minutes) and JH said that the BHC physiotherapist has 20 minutes to see and assess a patient. If an X-ray is required, this should be requested during the appointment, and the patient will receive a text message saying they may go to the Community Hospital for imaging. Subsequent appointments may also be at the Community Hospital if requested. Before a patient leaves the physiotherapist in BHC, a plan should be put in place and the patient informed of this. Some comments were made about personal experience and PW said that this was a training matter on procedure.

PPG to the Healthy Bicester Stakeholders (HBS) Workshop 06/03

What topics to be reported to workshop, or what would we like to find out from the event.

TD will attend. The participants at this meeting wished to know:

1. How many other PPGs are involved?

2. What is the variety of ‘stakeholder’ organisations?

3. Are Bicester schools represented and, if they are, were there comments on the mental health or other health problems of young people.

4. Are there specific issues in Bicester in terms of health generally and access to Health services? 5. What are the objectives of HBS for 2024?

TD said he would provide the PPG with a written report.

**A.O.B.**

1. PP said that Monica Mehers, former chair for the BHC PPG group, offered to post on Facebook a request for new members of the BHC PPG. This was agreed, as new members, especially of a younger demographic, would be advantageous to the group.

2. JB requested to continue sending approved minutes to ES who was a member of our PPG group for some years and SE, a BHC volunteer. This was agreed.

3. PW said the practice no longer had the email system they had used for communication with the virtual PPG, so communication would not be possible until a replacement was found.

**NEXT MEETINGS**

Wednesday 24th April 2004 from 15.00-17.00 – note: moved from 10/4

Wednesday 5th June 2024 from 15.00-17.00.

The meeting closed at 16.41.

**Actions:**

PP to correct leaflets as specified, and send to JB.

PP to go to the Leisure Centre one Saturday to see if rides were happening

JB to send out to the listed organisations to get details checked, then pass to PW.

JB and PP to prepare a first draft of the Test Results leaflet and send to JH before the next meeting.

PP to contact MM re Facebook request for new members.

Minutes prepared by JB and PP.

Contact: bhc.ppg.f2f@gmail.com