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

Wednesday 24 April 2024, 3:00–5:00 pm

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

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

**Actions From Meeting of 07/02/2024**

PP corrected the leaflets as suggested in the last meeting, and sent them to JB. JB checked details of organisations mentioned in them then sent them to PW for printing.

PP went to the Leisure Centre to see if Bicester Millennium Cycle Club rides were happening. Although they were not on the day she visited, she was told they would be later in the year.

JB and PP prepared a first draft of the Test Results - now known as the NHS App - leaflet and circulated this version before the next meeting.

PP contacted MM and said that the idea putting a request out, on Facebook, for new PPG members was a good idea. PW/JH commented that it may be better to put the request onto the BHC Facebook page, and/or Instagram to minimise “backchat”.

**New Topics**

**Comments on the NHS App Leaflet**

1. Leaflet title to be The NHS App and Subtitle to be “Get Test Results, View Your Medical Record and Contact the Surgery with the NHS App.”
2. Page 2 was taken from the app but is not the 12 years old reading level.
3. On the app there is a lot of complex detail about how to register. There was discussion of finding a patient who has a smart phone, who is not yet using the NHS App, but would be prepared to do so. It was agreed that PP would go through the registration process with the volunteer check and document what is now required.
4. Add a screen shot for booking a blood test at the surgery.
5. Add a screen for cancelling an existing appointment. (Currently there is no space for this, but if the registration text can be shortened, hopefully it can be added (ed).)
6. Access to records have been available to registered patient since 01.04.2019.
7. Document access has been available since autumn 2023 or the point at which a patient registered with BHC. A Summary will be available for patients who have moved from another practice.
8. Take out the ‘Covid Vaccinations’
9. Rewrite the text for test results as per revision by JH.

**BHC/PCN Update**

JH explained there is a new PCN contract but not much has changed. The funding for new roles in the practices was originally made for 5 years. As it is no longer possible to draw down on others’ underspend, it is necessary to think of what works and what does not. There may be a need to economise some of the roles as BHC overspends.

Enhanced Access Hours will remain the same, and mostly there is positive feedback from patients.

It is unlikely that any changes will be made before the election. It is not thought that patients will be affected.

Montgomery is now in the PCN, but Alchester Practice will decide at the end of this April.

PW spoke of the project to contact non-housebound patients and to offer vaccinations to those at home who cannot come to the practice.

PP commented that she had made a booster vaccination appointment with via text messaging from BHC, but the NHS APP keeps sending messages to book. JH said that the app will know when the vaccination has been given but not when an appointment has been booked.

**Physician’s Assistants versus Physician Associates**

JB asked for clarification of the roles as they had been used interchangeably in telephone conversations with the surgery.

JH said that the Assistants – known in BHC as GP Assistants - sit with and help the triage GP, are not clinicians, but can do some triage tasks. Physician Associates are clinicians and see patients. Molly Jones is the BHC Physician Associate, and in common with other Care Coordinators, is cleared for patient confidentiality.

**Staff Shortage**

JB had been into the surgery and saw a notice at the desk saying it was unmanned due to a staff shortage. She observed several people coming in and leaving again without being helped. PW said this would have only been for a short time, though walk in, phone and eConsult contacts must be treated equally. He said he would review the placement of the notice and bell on the reception desk which is quite low. JB suggested that this was to help a patient in a wheelchair. The bell is to alert staff in the office that a patient is waiting.

**A.O.B.**

1. **PCN PPG Meeting**

JH said there was to be a PCN meeting next month, and other PPG are keen to set up a meeting of PCN PPGs. It was agreed that 2 or 3 people would attend, probably not until September. JB asked if it would be Teams or F2F. JH said probably in person. He suggested the topics for the agenda: MDT, Contract, Roles, Enhanced Access Hours, Access to GP Appointments, Triage systems in place.

2. **Analysis of “Friends and Family” (F&F) feedback.**

A GP Assistant has analysed the comments both good (93.2%) and bad (2.8%). The document shared onscreen showed a graph of responses. Comments received with F&F feedback were added into the text and a response from the practice had been added.

It was commented that the number of new patient registrations in BHC is now between 120 and 200 a month. Alchester currently has more patients and Montgomery House fewer patients than before. BHC has approximately 18,000 patients.

3. **Possible conflict of interest at high street optician used for hearing tests.**

PP said that there is anecdotal evidence that when someone approaches SpecSavers for a hearing test they are first told to have an ear wax removal procedure before the hearing test can be performed. The ear wax removal service costs £55.00. JH said this should be raised with Healthwatch.

**NEXT MEETINGS**

Wednesday 5th June 2024 from 15.00-17.00.

September – TBA in June.

The meeting closed at 16.21.

**Actions:**

PP to amend the NHS leaflet as specified and circulate.

JH/PW to add a plea for new PPG (F2F) members on the practice website and FaceBook/Instagram page.

PW to check placement of staff shortage notice and bell at reception.

PP to contact HealthWatch Oxfordshire re. Hearing tests/Earwax removal. (emailed)

Minutes prepared by JB and PP.

Contact: bhc.ppg.f2f@gmail.com