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

Wednesday 5th June 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), Teresa Allen TA) , Patsy Parsons (PP)

**Actions From Meeting of 24/04/2024**

* PP amended the NHS leaflet as specified and circulated it.
* JH/PW to add a plea for new PPG (F2F) members on the practice website and FaceBook/Instagram page. (Not yet complete.)
* PW to check placement of staff shortage notice and bell at reception. A yellow border has been placed around the notice for the bell for sight impaired, but this is diverting patients from using reception screens. A second screen has been added and the reception area is being improved.
* PP to contact HealthWatch Oxfordshire re. Hearing tests/Earwax removal. (PP has emailed but has not received a response and will attempt to attend an event where she can speak to a representative.)

**New Topics**

**BHC/PCN Update**

**PCN**

JH reported that Alchester Medical Group (AMG) have rejoined the PCN. PP asked why they may have left/rejoined. JH hypothesised the contract had been politically imposed without the normal consultation with doctors’ representative bodies. They had been “out” for 4 of the 5 years of the contract, receiving 80-90% of funding, so rejoining gets the extra 10-20%.

**Covid Vaccinations**

Today was the last day of the spring vaccination campaign. In reply to a question PW said it had been a success across the three practices because only one vaccination was not reported within the time limit. Car parking issues will be reviewed before the next round. Will learn from other two PCN practices.

A nurse carrying out vaccinations at home has picked up other issues e.g. high blood pressure.

Accubook, used for appointments to mobiles and email addresses, will be removed for the autumn campaign. Hence there will be a different look – feedback if better or worse.

**PCN PPG Meeting to be held at BHC 2/7/24 at 16:00**

One delegate from each PPG (TA for BHC) to attend. Agenda Items to include: PCN membership, Enhanced Access Hours are changing because AMG are joining BHC and MH. The Saturday mornings will be at BHC (AMG will provide a GP for 1/3 of the mornings). Other days: Tues. eve. MH, WED. eve. BHC, \*from August \* Thurs. eve. AMG.  These arrangements may change after April 2025 with the new contracts for practices.

**Other questions about the PCN**

JB asked if the demographics differed between practices. JH said AMG had more families, therefore younger, though this was becoming less true as BHC was registering more patients moving to Bicester due to good Facebook recommendations. CT asked if there was a limit to patient numbers at BHC. JH said it came down to building space and agreed staff levels. Next years’ expansion into the Julier Centre would give more room to grow.

**Communication from patients choosing to go for orthopaedic treatment** at hospitals such as Cherwell (Banbury) or Chiltern (Great Missenden). JB asked if comms with the practice would be adversely affected by choosing these hospitals. JH said as they were on an NHS contract, communications should be the same. TA asked if there was feedback on these hospitals. JH said GPs did not address the choice because, depending on co-morbidities, these appointments may not be offered to all. Or, after assessment, a patient may be told they could not have the treatment at the private hospital. However, though the waiting lists were generally shorter, and the environment nicer, where the patient was refused, they could go back to the beginning of the waiting list.

**NAPP** After review of the circulated summary of topics covered, it was agreed that BHC would terminate membership of NAPP. A subscription was paid on 31 May 2024. JB will contact NAPP for ideas on recruiting new members to the PPG and to the F2F group.

**NHS leaflet** After review of the circulated latest version, PP would correct two typos and send to PW to print for clinicians to review before printing in bulk. TD reported that a new user to the App did indeed have to go through the identification process as shown in the leaflet.

**A.O.B.**

None

**NEXT MEETINGS**

Wednesday 9th October 2024 from 15.00-17.00.

The meeting closed at 16.01.

**Actions:**

PP to contact Healthwatch in person to discuss commercial earwax removal.

JB to contact NAPP for ideas about recruiting new members to the PPG group.

PP to correct NHS leaflet and send to PW for review.

Minutes prepared by JB and PP.

Contact: bhc.ppg.f2f@gmail.com