

Bicester Health Centre Patient Participation Group Bicester Health Centre, Coker Close, Bicester OX26 6AT

Approved F2F Meeting Minutes - Wednesday 18 September 2019 3.00 – 5.00 pm

Approved by those present and then sent to virtual PPG and to practice website

Attending

Monica Mehers, chair (MM), Dr. Jonathan Holt (JH), Nicci Stallworthy BHC Admin (NS), Helen Wiffen (HW) BHC Admin, Jane Burrett (JB), Eileen Turner (ET), Gordon Hubbard* (GH), Patsy Parsons (PP),

Apologies for absence

Julie Derry, Eve Sariyannidou, Helen Van Oss (NELF), Mark Wearing

Minutes for 03 July 2019 already approved and distributed to F2F, put on BHC website, and requested to be emailed to 94 virtual PPG members.

It was sad to report the death of Elizabeth Everson, enthusiastic member of our group, and also of the Bicester Good Neighbour Scheme. (PP and JB have attended the funeral service since the meeting)

Matters arising from previous meetings

ACTION

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| <p>Leaflets for patients: An updated Transport poster has been sent to the practice by PP. The PCN¹ logo is to replace the BHC F2F logo on the leaflets in future. When sending to other practices, we should use both PDF and .doc files so that they can be amended. "One Step and a Time" leaflet to be reviewed before 3rd edition by JB and ET as before. Contact to be made with other practices to confirm details and invite updates, PCN logo to be used.</p> <p>Fundraising: There will be a poster showing the benches and inviting further donations to the "Community Patient Fund". Wording to mirror that used by similar funds in Kidlington and Woodstock. The fund should have its own bank account with 2 signatories, one of which will be a PPG member.</p> <p>New BHC Website: Much improved look, things being added all the time. Most of the leaflets now on the site. PP has passed the link to Healthwatch, though not yet on their site.</p> <p>Children's Play Area: Has been implemented and has received favourable feedback. Box for toys and board books in place. A blackboard cannot be included because of risk of chalk being eaten. Practice may add graphics on the wall. Mention that it will not include gender specific images. PP passed on details of the artist who painted the mural at Islip surgery.</p> <p>Additional Noticeboard: Has been fixed in place, and some PPG posters affixed – more to come. The noticeboard is on the wall near the blood pressure machine.</p> <p>'Listening Table': A good idea to try. PP to create a survey for patients as an "icebreaker" with space to add free text. Consult ES to ensure it is safe and legal. Practice asks that "listener" gets Friends and Family form filled as well. Best days will be mid-week; best time 8:30 - 10:30. (see notes under AOB about planned changes to Friends and Family feedback form by NHS from 2020)</p> | <p>PP to circulate to other recipients</p> <p>JB & ET</p> <p>Draft being considered by practice. JB to ask HVO for more information on admin - done</p> <p>Questions - PP & ES</p> |
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1 PCN – Primary Care Network: in Bicester the 3 practices of Alchester, Bicester Health Centre and Montgomery House.

Circulation: BHC practice staff present and Paul Netherton, Practice Manager, Mandy Grater and all F2F group members, Helen Van Oss (+hard copy to those marked *), BHC Website and sent to Virtual PPG

Chair MONICA MEHERS monica@mehers.com

Minute takers in

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| <p>Social Prescribing: A link worker has been employed through Citizens Advice. There is one for Bicester and one for the KIWI practices ² The Bicester one has done her induction. Initially she will contact people who have come through Community Connect: this can be self-referral or via a GP, receptionist or a nurse. Later referrals can be patients who are identified through reference to available data in the three practices. GDPR concerns to be taken into account when patients are not self-referring.</p> <p>Pharmacist: A clinical pharmacist has been employed by the PCN and is currently with BHC. She is a prescriber, with specialty in Diabetes and has done COPD checks. When she has visited all 3 practices she will divide her time between them, and unify their systems. She will start to review medications and have patient contacts. She is the first of a team, 2 more will be recruited in 6 months.</p> | |
| <p>AGENDA Future of Tai Chi and/or exercise classes for patients referred by practice GPs MM contacted Age UK and was told there were Strength and Balance classes in Whitelands and the Methodist Church, so they saw no need of more. She brought a leaflet published by Age UK showing an exercise programme people could do by themselves. MM had contacted her list of former Tai Chi attendees; she has not yet collated the responses, though some people have missed sessions because of medical issues. If the area was too sunny for people, NS suggested a sun sail. There was the possibility of indoor accommodation at the former St. Edburg's School, along Piggy Lane. PP had contacted the lady who did the exercise session at the Littlebury Diabetic evenings to see if she was interested in teaching a class. No response received yet.</p> <p>PPG Meetings and the future of the NELF³ A meeting of the Bicester 3 PPGs had taken place at Montgomery House. Bicester PPGs will be called PCN PPG in future. HVO stated that the chairs of the different Oxfordshire localities would continue to meet for a few months. JH offered accommodation at BHC. HVO herself will go to medical meetings. Healthwatch Oxfordshire will hold a day briefing meeting on 9th October for Oxfordshire PPGs – in Oxford.</p> <p>Brexit The practice will not try to replace the plans of the government. However, the practice will store up to several weeks of some, selected, most commonly used medications. (Until now the practice has operated a next day delivery system for medications.)</p> <p>'Flu Jab Dates: 19 October And 26 October The dates will be two Saturday Mornings and volunteers are asked to help between 9.00 and 12.00. MM and HW will put information on Facebook and Instagram and MM be available on 19 October – she has offered to do blood pressure and weight machine checks for the 'flu jab patients. JB will be available on 19 and 26 October. PP, ES will be available on 26 October. Tasks involved: directing patients to the correct queue in reception, checking if there are any unpaid carers who are still not registered with the practice, making patients aware of the work of the PPG e.g. leaflets etc. to encourage more patients to join PPG, encouraging interest on BHC exercise class if there is news on that. Also making a note of any unsolicited feedback.</p> <p>Two New Leaflets 'Diabetes Care in Bicester Health Centre: The draft from Jane Stanford (Nurse Practitioner for diabetes at BHC) was reviewed and suggestions made. PCN logo to replace the BHC PPG Logo 'Ear Wax Removal services in Bicester': BHC does not offer Ear Wax Removal any</p> | <p>Matter in hand on 12.10.19</p> <p>PP has attended for BHC</p> <p>HW to check paper in both machines for 19/10</p> <p>Updates in hand – printing soon</p> <p>On display at reception desk 11.10.19</p> <p>MM</p> |

² KIWI Kidlington, Islip and Woodstock practices

³ NELF the previous forum for the NE Oxfordshire practices (Kivi and Bicester)

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more. The practice will save several thousand pounds to be used on other services. A leaflet has been produced by BHC which lists the contact details of places locally which offer this service.

Any Other Business

Items from the NAPP⁴ E-bulletin July-August 19

1. NHS England is in the process of changing the 'Friends and Family test' which is a standardised feedback tool used by BHS organisations. The question will be adapted to be more appropriate and offer a choice of replies. I will be introduced from April 2020.
2. From October '19 **Community Pharmacies** have a new contracting deal and patients could be referred to pharmacies by GPs and the NHS 111 service initially.

Over prescribing of repeat medicines: MM referred to the plan in another practice which led to savings of more than £1 million from previous over supply at the pharmacy level. She will follow this up. GH explained that he now ticks only the items he needs on the repeat prescription form because he used to receive items which he does not require. It was commented that the repeat prescription form stays at the Pharmacy and the patient needs to be aware of 'not needed' items on the list, **before collecting only the repeat items required**

Nicci Stallworthy was thanked by the group for her enthusiastic liaison work in the past. She is not leaving BHC. **Helen Wiffen (HW)**, Operations Assistant in the Practice was welcomed as the future BHC Admin link with the PPG F2F Group.

Dates of the Next Meetings: Wednesday 20 November 2019: Monica Mehers will not be present, Eve Sariyannidou to be asked to chair the meeting. **Wednesday 15 January 2020*** *this will need to be confirmed at the November meeting in case the seminar room is needed.*

ES will chair the next meeting

The meeting closed at 5.00 p.m.

⁴ NAPP – National Association of Patient Participants

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Chair MONICA MEHERS monica@mehers.com

Minute takers in