

Summary note of the August 2023 Newbury Street Practice Patient Participation Group Meeting

Present: Helen Carter, Bernard Connolly, Sandie Helm, Andrew Lewcock, Julie Maberley (Chair), Janet Parker, Tom Thacker, Lyn Davis, Robin Somers (Practice Manager)

Apologies: Lisa Auchinvole, Rosemary Strickland

The main meeting was a joint meeting with the Church Street Practice Patient Group; it is helpful for the Patient groups to meet together from time to time and compare Patient Experiences and issues; in these notes CSP specific issues will be omitted as the CSP PPG will report them separately.

Newbury Street – RS stated that the latest CQC report now shows marked improvement. The Friends & Family report shows 83% replies were also positive. Now preparing for the Flu Campaign. A new GP will start next week (i.e. mid August) – 8 sessions per week. There are access issues for the disabled parking area and RS is getting back to the builders for solutions. JM commented that after heavy rain the building site / parking area was flooded so very difficult to avoid wet feet. RS replied that he had also noticed this and was attempting to get it sorted.

Action RS

New Recruits to the PCN - We have been busy recruiting new members to the PCN team and welcome:

Alice Vaughn a Children and Young Person's Social Prescriber. Alice will be able to accept referrals for young people aged 7-17 years with a diagnosed or undiagnosed mental health problem and consult with them using age-appropriate resources / tools.

Suitable referrals to Alice may include, but are not limited to, social, physical health and / or neurodevelopmental issues with an identifiable impact on mental wellbeing, depression, anxiety, stable psychotic illness and personality disorder.

Ffion Baker – Clinical Pharmacist. Ffion is full time and will work with the pharmacy team supporting both practices.

Advanced Practitioners – Frailty. We have appointed two new members to our teams to provide clinical care of the patients in our local community who are frail and / or elderly. Matthew Hillis, will join us next week and Emma Brunton will be joining us in September.

Oxford Health – Adult Mental Health Hubs in the Community - Oxford health has been establishing new Primary Care Mental Health Hubs (PCMHT) in the community for adult patients who are experiencing serious mental illness (SMI). It is a review of the existing service that we have with our own mental health practitioner, Ashley Pullinger with the aim of increasing access to support these vulnerable people sooner.

Health Centre update (A topic of mutual interest.)

JB said there is 'lots going on now' and patients can get a sneak preview of the reception as the walls are removed - floors are screeded, walls painted, furniture and signage being finalised now. It's a good amount of much needed space and should be ready for use by late October. An update on the pharmacy/rain cover was asked for. JB replied that it was discussed in their builders meeting last week when the lease for its parking was extended by 2 months. SH queried the delay, but JB reminded the meeting that this is between the tenant (Lloyds) and landlord (Assura) and nothing to do with the practice. It won't affect the grand opening because shutters will be used to close off empty shops and the foyer can open.

Newsletters

Issues of the newsletter will be joint efforts and current distribution stands at 800 hard copies, delivered to various locations by the PPG committee members

Outreach

The potential for Joint PPG Outreach work was discussed; ST found that whilst handing out newsletters she received a positive response from the residents in a retirement home. She was encouraged to engage in an informal, non-medical Q&A 30-minute session. ST proposed that this system could also be effectively used to inform at other groups e.g. mother and toddler groups or WI. It would involve a minimum of 2 volunteers – 1 x NSP, 1 x CSP – to attend each session.

At the time of the meeting, the recent “Health and Wellbeing” event in the Beacon , Wantage, had been run in part subsidised by funds from the PPG, although the event sponsors covered the bulk of the costs.