



Tuesday 15th November 2022 at 7.30pm
at The Wantage Methodist Church and via Zoom
Talk by Dr Carrie Ladd

**‘Innovative Transformations at Newbury Street
Practice, and an update on the Health Centre
Expansion Plans’**

Followed by

**Newbury Street Patient Group
Annual General Meeting**

AGENDA

1. Introduction and welcome by the Chairman
2. Apologies
3. Minutes of last AGM held on 11th November 2020 (attached)
4. Chairman’s Report & Treasurers Report (attached)
5. Standing down and Retirement of members of the committee
6. Election of members to the committee
7. AOB
8. Close of meeting

The Link to join Zoom will be open 5 minutes before the start time:

<https://us06web.zoom.us/j/81127377954?pwd=VWJ5ZVJMVUFGRTRINajFaNW5jZzZ0UT09>

Meeting ID: 811 2737 7954
Passcode: 011413



NOTES OF THE NEWBURY STREET PRACTICE PATIENT GROUP OPEN MEETING AND AGM THURSDAY 11 NOVEMBER 2021

The decision was taken to hold the AGM this year by zoom as we had been running all our talks this year by zoom and was working well doing it this way. 32 people attended including 8 Committee Members: Julie Mabberley (Chairman), Bernard Connolly, Sandie Helm (Secretary), Andrew Lewcock, Janet Parker, Rosemary Stickland, Tom Thacker and Una Findlay. The Chairman welcomed everyone and was pleased to see so many joining in on zoom. Julie introduced Dr Rhodri Davies, Senior Partner of Newbury Street Practice, to tell us about the new Health Centre Expansion plans.

Rhodri showed the plans and explained how it would work.

- There would be a new frontage to the Health Centre.
- The Pharmacy would be at the front so that patients could access it from the outside and meant that it was not dependent on the Health Centre being open.
- There would be a shared waiting area for both Newbury Street and Church Street Practices with an information point and private meeting pods.
- The admin area would be a shared area of both Practices and will straddle the back of the Health Centre.
- A new arm would be built on either side of the building, one for each Practice, to allow for more clinical rooms.
- One room can be sealed off as an Isolation Room for patients.

Rhodri then went on to explain the difficulties the Practice has been experiencing this year with the increase in care demand from patients.

- They have to find a way to manage this demand and the frustrations patients have.
- There have been far more calls received, loss of two doctors, along with two further doctors on maternity leave.
- Nationally there are 20% fewer GPs, as many have retired early, and some have moved to work elsewhere or work as locums.
- There is now the Primary Care Network (PCN) team consisting of a Pharmacist; 1st Contact Physiotherapist; Social Prescriber; and a Paramedic, all shared between the two Practices.

- The Paramedic carries out a lot of urgent care work especially in Care Homes and home visits.
- There are also Nursing Practitioners and Mental Health Practitioners supporting the GPs.
- They are all specialists in their own areas, and this will allow the GPs to be involved in more complex issues.
- Dr Carrie Ladd, Partner of Newbury Street Practice, is the Clinical Director of the area PCN.

Rhodri said that it has not been helpful that the Health Secretary has said that patients should be able to see GPs face to face. This has made it very difficult for the doctors and frustrating for the patients. He said there would always be a continuity of care. They are recruiting for a new doctor and the two doctors on maternity leave will be coming back after Christmas. At present the Practice has taken on a locum doctor.

The doctor will triage by phone first then, if necessary, the doctor will invite the patient to the Practice for a face-to-face appointment. The doctors can only take so many calls and all urgent cases are prioritised.

The talk was followed by a short Q&A session.

Q. What is the time scale for the Extension?

A. It will take about 18 months. The Practice will work on the Church Street side during the building works and vice versa.

Q. It was noted that there would be more clinical rooms, but how do you hope to fill them when you can't fill one doctor's post?

A. They hope that Doctors will be keener to work in a new Health Centre knowing we are wanting to recruit even more doctors.

Q. Patients are getting frustrated trying to get through to speak to a doctor. What do you advise?

A. Patients who call the Practice should listen to the whole message before pressing any buttons. If they are waiting in a queue they may be asked if they want a call back and should press button 1. The patient will be called back when they get to 3rd in the queue. If the patient states it is urgent, or if the patient has called in three times, they will be added to the doctors list.

The Committee thanked the doctors and their team on how well they have done with the Covid Vaccination Clinics, and to pass on their thanks to the staff and volunteers for all the hard work involved.

The talk finished at 9 pm and was followed by the NSPG AGM.

NOTES OF THE NSPG AGM 2021

1. Introduction and Welcome

The Chairman welcomed everyone to the AGM. Twenty-eight people stayed on for the AGM. The Chairman thanked all members of the Committee for their support over the past year especially the work done by Sandie Helm (Secretary) and Andrew Lewcock.

2. Apologies

Rosemary Stickland (Committee member) sent her apologies.

3. Minutes of the last AGM held on 12 November 2020

These Minutes were included in the AGM Booklet and available on the Practice website. Dr Carrie Ladd spoke at the last meeting. The Minutes were accepted.

4. Chairman's Report

Julie Mabberley briefly went over her report, also included in the AGM booklet.

She thanked all members of the Committee for their support over the past year especially the work done by Sandie Helm (Secretary) and Andrew Lewcock. She also thanked Dr Carrie Ladd and The Practice Manager Karen Fido. Andrew Lewcock and Úna Findlay have been working with the Practice on the IT systems and a guide for the use of the 'Call back system'.

We have still been holding our Committee meetings by zoom and we have been hosting some excellent talks also by zoom, which were highlighted in her report. We have also put out two Newsletters this year. These are available on the Newbury Street Practice webpage.

5. Treasurer's Report

The Nationwide Account cancelled our Account and Andrew has managed to open an online account with Nat West Bank. Andrew has now received a bank statement and the Balance as of today is £284.43. The Practice supports us with any printing required.

6. Constitution

The new 2021 Constitution with the changes and the old version was in the booklet and was approved at the AGM.

7. Retirement of Members of the Committee

There were no retirements.

8. Election of New Members to the Committee

Julie Maberley will remain as Chair and all other members were willing to stand again on the Committee: Sandie Helm (Secretary), Andrew Lewcock (Treasurer) Bernard Connolly, Janet Parker, Rosemary Stickland, Tom Thacker and Úna Findlay.

9. AOB

Julie thanked everyone for attending.

Sandie thanked Dr Rhodri Davies for giving up his time and giving such an excellent presentation.

The meeting finished at 9.15pm.

Sandie Helm

Secretary NSPG

Dated: 20 November 2021 (updated 30 Nov 2021)

NSPG Chairman's Report for 2021/22

The Patient Group (NSPG) is a requirement of the NHS and as life in the NHS seems to get harder each year the role of the patient group becomes even more important.

As it says in our constitution:

“Our purpose is to provide a forum for the exchange of information and views between patients and staff at the Practice so improving collaborative working and delivering a better experience of healthcare at Newbury Street Practice”

Our group started the year with eight members excluding practice staff. They were; Sandra Helm (Secretary), Andrew Lewcock (Treasurer and Systems Specialist), Una Findlay, Janet Parker, Tom Thacker, Rosemary Stickland, Bernard Connolly and me.

Unfortunately, Una decided to leave us half way through the year due to pressure of work so for the remainder of this year we have been down to seven members.

I would like thank all committee members for their time and effort over the last year.

In addition, Dr Carrie Ladd and Karen Fido, Practice Manager, have attended many of the meetings and I would like to thank them for their continued support and helpful contributions.

Brenda Shaw has also attended many of our meetings as a member of the Practice staff and has provided valuable insight into the work of the practice.

We have continued to meet via Zoom this year and although it's not as nice as seeing people face to face, it does mean that we don't have to travel to meetings.

We have been working with Church Street Patient Group and the Patient Care Network and several of our committee meetings have been held jointly.

We have worked together on the joint newsletters and the recent talk from the paramedics as well as producing Newbury Street newsletters and worked with the practice to produce the new Patient Guide.

Tom and Janet with other patient groups in the South West corner of Oxfordshire and we also work with Healthwatch. Janet and I attend the Wantage Town Council Health Committee meetings and I attend the Oxfordshire Health Overview and Scrutiny Committee as an observer, raising questions on our behalf as necessary on topics such as the use of Wantage Community Hospital.

I'm sure we are all very pleased that the work on the extension has started and look forward to seeing it completed sometime next year.

My fellow committee members don't seem very eager to replace me as Chairman for the next year so with your permission I will continue for 2022.

Several patients contacted us this year about becoming members of the committee and have observed some of our meetings. Hopefully at the meeting today they will stand for election to the committee. We have vacancies for up to four members at the moment so if you'd like to join us, please get in touch.

Julie Mabberley
Chair

NSPG Treasurer's Report for 2021/22 – Andrew Lewcock

The Patient Participation Group has a Community group bank account, set up with the NatWest Bank last year after Nationwide closed the previous account.

New Debit cards were issued in June 2022 to replace the previous ones which were phased out by the Bank.

The Authorised signatories are myself, Julie Mabberley and Sandra Helm.

Facilities for both deposit and withdrawal exist in Wantage via ATMs, the Post office and Nationwide. The balance at the time of writing is £ 209.43.

I would like to stand down as Treasurer as soon as a suitable replacement can be found.

Andrew Lewcock
Treasurer
November 2022



Newbury Street Patient Group Constitution

“Our purpose is to provide a forum for the exchange of information and views between patients and staff at the Practice so improving collaborative working and delivering a better experience of healthcare at Newbury Street Practice”

1. Newbury Street Patient Group (NSPG) is open to all registered patients (or registered carers of patients) of the Practice over the age of 16.
2. The NSPG will hold an Annual General Meeting (AGM) once a year where a maximum of 11 members will be elected to form the NSPG Committee (NSPGC). The NSPGC will then elect at least three officers (Chairman, Secretary and Treasurer).
3. Members should usually serve no more than 3 years; however, Committee members may be re-elected for a further 3 years. If there is not a full complement of 11 members, co-opted members may be approved by the Committee. Two members of the Practice are also entitled to be voting members of the Committee. Members of the NSPGC who attend fewer than 3 of the meetings in a year, without good reason, shall be asked to resign from the Committee.
4. All elected and co-opted members of the NSPGC will have voting rights, with a vote requiring 5 members including one member of the Practice. In the event of a tie, the Chairman of the meeting will have the casting vote.
5. The NSPGC will meet at least 4 times a year. The quorum for a meeting will be a minimum of 5 Committee members.
6. The NSPGC will observe normal committee procedures and will prepare minutes and reports. Any financial transaction should be authorised by at least 2 of the three designated signatories. The independently examined statement of accounts will be presented at the AGM. Minutes of all meetings and reports will be made available to all patients either via the website or directly by mail or email on request.
7. NSPGC members must declare any conflicts of interest (e.g. financial or political) regarding their membership of the Committee.
8. The NSPG Constitution may be altered only by a majority vote at a full NSPG meeting, with the endorsement from the Practice.
9. Dissolution of the NSPGC will require a two-thirds majority vote at a NSPGC meeting with involvement of the Practice, and with endorsement either at the next AGM or at an extraordinary meeting of the NSPG. In the event of any funds being held by the NSPGC at the time of dissolution, such funds shall be transferred to the Newbury Street Practice Charity.

(NSPG Constitution updated February 2021)

Newbury Street Patient Group Terms of Reference

The GP Partners at **Newbury Street Practice (NSP)** are keen to build on their existing relationship with **Newbury Street Patient Group (NSPG)**, to strengthen the communication links and to support the group to achieve their objectives as set out in the NSPG Constitution. In order to achieve these goals, both parties have agreed this code of conduct to ensure the best possible ways for this to happen and to avoid any misunderstanding about the roles and responsibilities that each party have.

The core values that have been identified as underpinning the work of both the NSP team and the NSPG members are accountability to the rest of the patient population, integrity in all personal conduct relating to the practice and visible activity to promote confidence in the practice.

The Newbury Street Practice team will agree to the following code of conduct:

1. The **NSP team** will offer facilities and time for the **NSPG members** to meet regularly.
2. The **NSP team** will support NSPG by offering a practice representative to offer a practice update at each meeting.
3. The **NSP team** will work with the NSPG members to deliver specific goals identified and agreed by both parties such as working to gain feedback from patients or holding educational health promotion events.
4. The **NSP team** will respond in a timely and professional manner to the minutes of the meetings, reviewing any comments or complaints raised by the NSPG (although any complaints the NSPG receive from patients will be initially directed to the NSP complaints procedure).

The Newbury Street Patient Group members will agree to the following code of conduct:

- 1) **NSPG members** will not discuss their own personal health issues in NSPG meetings or in email communication between the group unless illustrating a general point.
- 2) Confidentiality will be paramount and all **NSPG members** will respect this in relation to both the business of the surgery and to individual patient information.
- 3) When liaising with patients, **NSPG members** will not seek information about individual patient's health or personal circumstances.
- 4) **NSPG members** are expected to conduct themselves with courtesy and respect for others when liaising with patients, staff and other NSPG members.
- 5) NSPG members will support the Chair in leading the Group and accept there may be challenge to any inappropriate behavior that does not meet this code of conduct.

(NSPG Terms of Reference dated April 2021)