

Summary Minutes of the May Meeting of the Newbury Street Practice Patient Group. V2

Practice news.

Dr Carrie Ladd thanked the PPG Committee for the work in to make the Wellbeing Event at the Beacon such a success.

A new Practice manager, Mr Robin Somers has started work at the NSP and a second Physicians associate is being recruited. It was confirmed that letters from Hospitals are reviewed by practice GPs not locums.

Incoming Phone calls are up to 800 on Mondays and 600 on other days of the week, with Patient Co-ordinators triaging patients when they call in. About 1/3 of appointments can now be pre-booked up to 2 weeks in advance.

The new temporary Reception area is in use, until the new waiting room is finished. A disabled toilet is now ready and a external post box has been fitted. Parking bay markings are being painted.

The CQC re-visit is on the 8th June and some of the PPG committee will be contacted.

The NSP Patient booklet is being updated.

Future talks

There will be liaison with the Church Street Patient Group on what topics to cover in talks organised for Patients at both Practices, with topics such as GPs, 111, A&E, self care, Pharmacies, and Paediatrics and the little Orange book under consideration.

Wellbeing Event. Feed back on the event is being gathered and final accounts to be prepared.

Systems. An incorrect guidance message in Anima has been identified and sent to the NSP IT Manager. The NHS have announced a new initiative on “NHS improved Digital Access tools” for GPs, and further guidance is expected in July. An audit by the PPG of the NSP website has commenced, with a report due in June.

SOPA (South Oxfordshire Patient Alliance)

- i. Julie has written a letter to HOSC about surgeries.
- ii. All new patients will be assigned to a doctor.
- iii. Dental Care in South Oxon is being looked into as only four Practices are taking on new patients.

Wantage Community Hospital

HOSC are still discussing the provision or not of beds at the Community Hospital.

Oxford Health NHS Foundation Trust plans to run a workshop with the people of Wantage in the summer about the Hospital.

Health Oversight and Scrutiny Committee (HOSC)

In addition to note above, HOSC discussed Care in the Community, noting the lack of Carers, and Dentistry seems to be a national problem with the lack of dentists.

Communications.

Newsletter No 4 was distributed at the Wellbeing Event but has not been distributed around the Wantage area yet.

Lyn will take over updating the Distribution List.

Several items for the next Newsletter were identified, including Health Centre building update, CQC update, and guidance on Prescriptions and the NHS App

Practice Patient Booklet This will be updated in May.

A joint Meeting with Church Street Practice will take place in June.

Treasurers Report.

The account is now £174.86 after some cost towards the Wellbeing Event. We are still trying to get the Bank to issue the correct forms to install Helen Carter as the new Treasurer.

AOB Sandie will write to Lisa to confirm she has been accepted to join the committee.