

**Summary Notes on the Newbury Street Practice meeting
Held at the Health Centre Mably Way at 7:30 pm 8 February 2024**

Present: Lisa Auchinvole (LA), Becky Collins (BCo), Bernard Connolly (BC), Helen Carter (HC) Sandie Helm (SH), Andrew Lewcock (AL), Julie Maberley (JM), Janet Parker (JP), Tom Thacker (TT), Lyn Davis (LD), Dr Carrie Ladd (CL) (Practice)

Apologies: Janet Parker, Rosemary Stickland

1. The Practice had asked for volunteers to help hand out questionnaires to patients attending the practice, preferred timescales weeks commencing 12 Feb and 19 Feb as the results have to be in by end of Feb. JM collected several names and dates when volunteers could attend. The exact contents of the questionnaire were not available at the meeting.
2. Items from the Joint meeting held 2pm 8 February 2024.
 - Draft Joint CSP/NSP Digital subgroup Terms of Reference (TOR).
No-one had yet seen the Job Description for the new role of PCN Digital Transformation lead and that document may feed usefully into TOR. It was agreed to wait until the PCN Digital Lead was in place to formalise TOR.
 - It was noted that some health-related activities were being run in the spacious reception area by “Achieve” and “Active Oxfordshire”; other similar sessions which supported aspects of the Practices might be run in future.
 - Some patients may be missing records of their recent Covid or Flu vaccines if they were carried out by services out side the Practice; it is advisable to check records, and if found missing go to the organisation that administered the vaccine to get the record pushed through to the NHS Pinnacle system. (N.B this is a repeat of issues encountered in 2022). This will be included in the next newsletter.
 - HC promised to circulate a short note updating the committee on the outreach work. Feedback has been positive.
3. CQC visit to the NSP has been completed, and the Practice anticipates results in 3-4 weeks time.
4. AL and BC noted that some patients are still missing the “Check In” screen in the entrance lobby, as although a sign, it is worth supplementing especially for patients who enter via the Pharmacy entrance.
5. LA commented that the phone message you get on dialling the practice is quite long. Discussion ensued covering the history of this and there seem to be no ways of reducing this.
6. The 2-hour call back time limit was again confirmed, for some reason this is a system constraint that the Practice cannot override, but is now fully aware of.
7. During the meeting there was a chance to see the “Health Kiosk” - this is still very much being piloted and the final process is not yet in place for its use to monitor a variety of conditions such as Asthma, Chronic Vascular disorders. It may be a suitable topic for the Summer newsletter NSP Page.
8. Regarding Blood Pressure machines, if someone thinks their machine is not working properly, they are advised to check the manufacturer’s guidelines on calibration.
9. The issue of the land line analogue to digital switch over was raised, and clearly general public awareness of the project, and its implications for the vulnerable/elderly with no mobile phones, are low, (possibly being unable to summon 999 or 111 help, let alone phone the Practice).
10. Treasurer (HC) reported no change in the bank balance of £ 285.33

The meeting finished at 8:45pm.