

Notes of the PPG meeting Thursday 4th July 2024, 2:00 pm by Zoom

Present:

PPG: Bernard Connolly (BC), Sandie Helm (SH), Andrew Lewcock (AL), Julie Maberley (JM), Rosemary Stickland (RS), Lyn Davis (LD), Janet Parker (JP)

Apologies Lisa Auchinvole (LA), Becky Collins (BCo), Helen Carter (HC), Tom Thacker (TT),

Practice: Dr Carrie Ladd (CL), Robin Somers (RSo), Sandra O'Donnell (SDo)

1. Practice update.

A Notice-board for Research will free up room on the PPG board. LD will keep the PPG board up to date.

Robin Somers confirmed the IT issues that gave the Practice problems on Monday 1st July have been resolved. The roll out of the new Accurx Total triage system was impacted by this. Triage roll out had been notified to patients by

- The NSP Web site
- Leaflets handed to Patients attending appointments
- Social Media
- Briefings by staff for anyone phoning in during the last 2 weeks.

New Patient guides are now available in the Newbury Street reception area, for patients to pick up. (500 were printed) and this is the primary distribution route.

Robin Somers confirmed that ALs note on patient records was correct, but they have no forewarning of the BOB ICS plans for records in the future.

Action: AL to raise some recent patient record issues with Faith.

No final report from CQC inspection in January has yet been received by the Practice.

2. Ref; Notes from the last meeting; two detailed points were clarified;

1) All patient forms are triaged according to clinical need and appointments offered on a URGENT, AMBER or ROUTINE basis. If a patient has not accepted an URGENT invitation to book by the end of the day, the Patient Coordinator Team (PCT) will call them to follow up. Those who have had a SOON (amber) or ROUTINE invitation will not have a follow up call but after 7 days, the booking link expires and the PCT will send a follow up text message to advise the patient to contact the practice again if they still need medical advice. The PCT will call those patients to arrange an appointment if they are digitally excluded, have a care navigation card or are known to need extra support in contacting the practice.

2) Patients still have the option to request a direct appointment with the First Contact Physio service for an initial diagnosis of a musculoskeletal problem, by making this clear on the triage form. Treatment physio is still available via a patient's self referral to the Connect Health service: <https://www.connecthealth.co.uk/services/oxfordshire/>

The meeting approved the Precis version of the May minutes,

Action: AL to send to Kellie for posting on the web site.

Correspondence with the prospective (at the time of meeting) Liberal candidate over the comments in his letter to voters had been sent JM, and she shared the reply by Olly Glover at the meeting.

Action: JM to send copy to the Practice Staff

Action: JM to invite the new MP to visit the Practice and meet the Patient Group

3. Future Talks

A talk on the NHS app is planned in late September or early October, to encourage its adoption and use (at least two enrolment sessions will have been held by then). Timing must avoid clash with Church Street Practice AGM Action: JM to check date with Greta.

4. Health and Wellbeing event.

The Beacon is booked for Saturday 26th April 2025. The Mayor has confirmed what she will allocate one of her free 4 hour sessions. This will reduce the overall cost of the booking. JM reported that £500 had been pledged by Assura, and the same amount by Grove Parish Council. More donations are being sought. Participants will be contacted from Jan 2025.

5. Systems.

The Digital café to get patients on the NHS app went fairly well, (22 people set up) but was let down by the Secure WiFi signal at the Beacon. Future such events will be held at the Health Centre.

A note on patient data management was being prepared for the newsletter and should be circulated. Action: AL

6. SOPA (South Oxfordshire Patients Alliance) JP; nothing to report,

Action: JP to check if SOPA still want us to lobby the new MP?

7. Hospital meeting Thursday 11th, at 6.00 pm in the Beacon.

8. Town council – No meetings to report

9. Treasurers Report – Motion at approve Online access to account and ability to make payments with second approver supported.

10. AOB

SH reported weedy untidy grass around the Health Centre, RSo has raised the matter with them.

LD noted the “shop” unit at the front of the Health Centre across the way from Allied was looking unsightly.

Next Meetings

NSP PPG 7.30 Thursday 8th August. Joint PPG Meeting 2nd September at 2:00 pm