

Precis Notes of the PPG meeting Thursday 5th September 2024,

Present: PPG Helen Carter (HC), Bernard Connolly (BC), Lyn Davis (LD) Sandie Helm (SH), Andrew Lewcock (AL), Julie Mabberley (JM), Janet Parker (JP), Tom Thacker (TT),

Apologies: Lisa Auchinvole (LA) Becky Collins (BCo), Janet Parker (JP) Rosemary Stickland (RS),

Practice Dr Carrie Ladd (CL) Sandra O'Donnell (SD)

1/ Notes of the meeting in August were approved.

Matters arising

- AL to resend the final version July notes to JM : Complete
- JM to invite the new MP to visit the practice and meet the patient group ; on hold awaiting discussion with the Practice.
- JP asked if SOPA still want us to lobby the MP ;No reply from SOPA
- All – agree subject for the AGM talk – at our meeting or after the CSPG AGM ; item on the Agenda
- All notes are labelled AGMon PPG part of web site ; Action now with Kellie
- TT to send a link to the BBC report on the recent changes at BOB and HOSC's questions arising; Complete
- JM to raise Newsletter Distribution at the next joint meeting; solution now reached is to bundle up appropriate numbers of letters for each individual distributor, with one person each from NSP and CSP doing the bundling.

2/ To approve Precis Notes from July NSPG meeting; The posting of the notes on the web site is a simple public record of the PPG and its actions. This Precis was **Approved. Action** AL to send final (non-Draft) version to Kellie for posting on the web site.

SD asked for the committee to send her anything that needed to be promoted on the TV screen in this way (SD Assumed .pdf file format was OK but would check on what file formats are needed)

3 /Monthly update from the Practice SD referred to the RSV (Respiratory syncytial virus) vaccination clinics on 6th and 14th September, and Flu /Covid dual vaccine clinics in October; some evening clinics may be arranged. Invitations have been sent out.

Large white road mark arrows showing one way system around the Health Centre , and big red lines for the Ambulance zone at the front of the building are now in place.

GP going on Maternity leave will be covered by a Locum. Shortlist of candidates for the Practice nurse position has been drawn up. Other departments all now up to the full quota.

BC asked if Care Homes were being visited for vaccination sessions, CL confirmed planning for this was underway, with visits in 2nd week of October.

JP asked about the RSV cut off at age 80, CL responded that NHS are phasing in the vaccine in stages it would be a huge task to Vaccinate all people in England over, say, 75 in one month.

CL reported no news on CQC, the new NSP 1-5 protocol for contacting patients is being used, but no indication of CQC revisit yet. It is unclear what the National review of CQC will mean for the future.

CL thanked those who have offered to support vaccination clinic so far, welcomed any more volunteers to join in.

Total Triage system working well. Considering a patient review of Total Triage in a month or so.

Staff survey has been carried out, for review next week.

More info on Research underway will be sent round.

LD referred to issues found by a profoundly deaf patient on a recent visit she had a very positive experience of the staff coping with hearing impaired patient, and wanted to relay thanks for this improvement in care, after previously submitting a complaint . LD would try to send this positive experience on via email. .

AL asked for a few notes on the Triage review in mid October for the next newsletter. CL agreed to prepare such notes.

AL asked whether a vulnerable person, with a key safe by the door to their residence should let the Practice know the PIN. CL confirmed there is an Oxfordshire unified care plan which covered this, Patients need to bring a **note of the key safe number** with their **full name** and **date of Birth**, (not Address!) to hand in at reception; the GPs have a template to fill in when the patient advises them of this Key safe code.

4/ Arrangements for AGM Title for AGM was discussed; “What’s new at Newbury at Newbury Street”, was generally agreed to be a snappy title.

Action; JM agreed to draft a poster and SH asked for the Date to be very clear.

NHS App AL will circulate a summary of the NHS App Development plan to the committee for comment, and a site with “go live” dates.

LD asked if we will reach a stage where paper Prescriptions will cease, as some patients will not/cannot use the App. CL confirmed there will always be a paper route for those patients to use. JP noted you don’t need a smartphone to use the App, it runs on a PC browser as well.

HC noted other people with some disabilities cannot use computers and there always have to be a “paper way round”.

SD commented there had been concerns when Total triage was introduced that there might be digital exclusion, but these concerns have been unfounded, no one has been excluded by its use. HC commented on feedback from outreach was that the use of Triage over the phone was well handled.

5 Health and Well being event. JM Confirmed donations of £1500 now achieved, More (£500-£1000) will be sought in the next few months from more sources) .

6 Systems AL noted the way the last digital café was run, with patients seeing Faith to solve specific issues only the Practices could solve, did not need volunteer support, and the Practice booking system ran it just like say, booking in for a blood test.

7. SOPA JP has sent round a report from July, noted GPs see the “Whole picture of the Health care system” , but have no representation on the Integrated Care board of BOB.

JM considered this to be something HOSC would look at, outside the powers of the PPG.

8/ HOSC and Wantage Town Council ; No news from August.

9/ Communications

Date for next Joint PPG meeting; Tuesday 10th Dec 2.00 pm (NSP to Host)

AL outreach to families with young children. CL advised that this section of the Patient register were very easy to reach via electronic systems and social media.

9/ Treasurers report

No income or outgoings , Balance £285.33

10/AOB None

11/ Date and time of Next meeting Thurs 3rd October 7:30 pm