



Precis note of the PPG meeting Thursday 5 December 7:30 pm

Final

Present:

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

Practice Dr Carrie Ladd (CL)

1. Apologies: Lisa Vokins (LV) Becky Collins (BCo),

2. Actions arising Approve notes from 3rd October Meeting: approved

Action JM to contact new MP about visit; JM to liaise with Emily, ref meeting with MP probably Jan/Feb 2025. **All other Actions were ref AGM**, and all completed.

Web Site Precis loaded on NSP web site needs to be up to date. Send Precis versions for outstanding months to committee for approval by email **Action** AL & JM Completed

3. Practice update

CL advised that there were noticeably more happy patients at the AGM, a good sign.

A good uptake in the "over 65 age patients" for covid and flu vaccinations; uptake in the 18-64 year-olds with a "long term condition" is disappointing.

Autumn Covid vaccinations has finished, but will be repeated March/April 2025.

LD asked if there is advance notice of which type of Covid vaccine is going to be used; CL replied this is not known until very close to the vaccination day, and over a year different ones can be issued. BC asked about reports of a national increase in flu hospitalisations; CL responded nationally the uptake of Vaccines has dropped significantly, so the rise in hospitalisations after infections is not surprising. Covid circulating in the community is uncertain, as now most Covid testing only done on admission to hospital.

Triage still undergoing fine tuning; max Capacity limit reached on Mondays; capacity ok for rest of the week unless staff are off ill. People can phone in after the online system has been switched off.

There will be a reduction in the number of routine appointments in the run up to Christmas, to allow for urgent appointments. Plan for some patient comms early in the new year to remind patients how best to utilise Triage. **Action** CL to prepare draft paragraph on best use of Triage.

Now advertising for a new Nurse Practitioner.

Paperless Prescriptions. Huge change in patient behaviour, many using the NHS App to order repeat prescription, which is safer and more efficient; NSP still supporting patients who are not digitally enabled.

Digital clinic still being run twice per week by Abi, very popular, sees about 20 patients/week to help get them started with the NHS App. RS gave feedback on Abi being very helpful to set up a proxy access, confirmed the experience was very good.

JP asked about people waiting a long time for eye infections, the issue was responding to letters from Opticians, CL responded that there was a different processing pathway for letters from Opticians, this would be driven by how quickly the letter got to the Practice.

JP raised the issue about announcements on the big screen in the waiting room needing to be louder. CL replied some people want them quieter, and some louder. A challenge to get the balance right, the hearing loop relay is also being set up again.

CQC; no news yet. New Locum GP is covering Dr Mabbet's Maternity leave.

New Nurse, Ella Jupp has started also.

"Integrated Neighbourhood teams" is aiming to follow up and connect with Patients with long term conditions (such as Diabetes) that don't respond to invitations to Annual check-ups and try to design a clinic that might be more accessible to them. Lots of these teams are already established across Oxfordshire tackling different long terms conditions.

CL is now the Clinical Director role for the PCN.

4/ Future Talks/Podcasts.

Suggest talk on the NHS app: CL noted over 50 % of Patients have the App but only 9% are using the NHS app for connecting to AccurX Triage, implying people find the web site version of triage easier to use. JM noted that typing on a PC is easier than typing on a mobile phone, and reading text on a PC is also simpler for many older people. (NHS app actually runs on a PC as well but it is no longer called the NHS App on a PC). One limiting factor is how many people actually have smartphones

Vaccines was another topic suggested "who is eligible for what and when" and this may be planned for **March**.

TT asked about the RSV vaccinations: CL indicated that government policy is that the RSV is applied to the most age group where it is proven to be most beneficial.

JP asked about the age for Shingles; CL has a chart on this in the Practice

5/ Health and Wellbeing Event.

We now have pledges of £2000 in donations, and several more being sought. From early new Year the invitations will be sent out; the working group is still working on the planning.

LD asked about the pop-up coffee shop in the Beacon: we would need to find volunteers to run it.

Action Beacon Coffee shop volunteers. CL to check, and JM to raise this issue.

6/ Systems.

Briefing note circulated by AL previous day on the IT sub group. More detailed note from J Bridle and Presentation by Faith had been circulated earlier in the day.

Positive news on the increasing take up of the NHS app. The sessions run by Abi at NSP are helping this work. AL has queried the numbers quoted by Faith as registered, creating a percentage of patients enrolled as 62%. It looks like the target set for Dec 2025 may be achieved.

CL responded that for NSP number recently checked were 7653 with the NHS app.

AL asked about DORA Artificial Intelligence and pre-Cataract-op Interviews. CL said she had heard of its use in some Gastro follow up interviews, but the Practice has no official briefing about its use in Cataract Ops. JM suggested a note to Healthwatch may throw some light on the issue.

Action AL to contact Healthwatch and explore DORA further

7/ SOPA

Survey for "change at NHS" closed at the beginning of December; JP did not recall this topic at the last SOPA meeting reported aim to make 25% staff savings. This would be a challenge.

SOPA may not have a GP on the organisation as changes are made to save money. SOPA would therefore lose the existing GP contact and news of what BOB is doing.
JM had contacted the town Council about changes at the NHS but the Council wanted to set up a meeting to discuss this with GPs.
SODC are questioning that GPs seem to have no say in the local plan.
JM noted the local plan should be sent to an inspector soon. It covers housing and infrastructure and its timing may dictate the actual number of houses which will be built in the next 10 years.
The PPG needs to monitor the implications of short cuts and whether the need for more Health Centre expansion needs to be campaigned for soon.

8/ HOSC

HOSC Meetings actioning issues at government levels not Practice or PCN.
Town council subcommittee meeting has been delayed to Jan 2025

9 /Communications

Distribution of Newsletter: JP mentioned not getting full allocation. SH could not top up because there were not enough to do this. AL and SH sorted out the NSP bundled distribution packs to the relevant distributor. JP LD reported some not being take in various locations. SH noted they go quickly at Sainsburys Garage, LD asked if any go to Bellingers: answer not at the moment. The question is are the right quantities going to the correct locations? Discuss at Joint meeting.
JM asked about other ways of contacting patients. Should we offer Newsletters at the Health and Wellbeing event; after discussion the conclusion was some of the sponsor money could support a one-off larger print run in early mid-April, if we bring forward that issue deadline.
Care Homes communication discussed; HC noted that some separate information handout sheets on Health topics was merited, as being on separate sheets people could file them in personal files. There was discussion about the print costs. (Editors note; A solution to this may have been found)
JM suggested we may do some specific fund raising for the handouts.
CL suggested print sheets should be dated. BC noted the handouts should refer to the Practice web sites for information.

10/ Treasurers report; No money in, and no money out.

11/ AOB LD asked if anyone had seen the note on Facebook for the “Hippo Labs” system which helps CSP identify if you have any healthcare needs, e.g. a yearly check or medication review.

Date/time of Next Meetings.

PPG Joint Tuesday 10th December at 2.00 pm

NSP PPG Thursday Jan 9th at 7.00 pm Physical meeting at the Surgery

Summary of Actions arising at this meeting.

Action JM to liaise with RS/CL and Emily, ref meeting with MP probably early Jan 2025.

Action CL to prepare draft paragraph on best use of Triage.

Action TT to circulate the web link to NHS app.

Action Beacon Coffee shop volunteers. JM to raise this issue at the forthcoming joint meeting with CSP

Action Boots Prescription: CL to check the resolution with Robin Somers and respond.

Action AL to contact Healthwatch and explore DORA further END