



**Notes of the PPG meeting Monday 28<sup>th</sup> April 7:30 pm by Zoom**  
**Final**

**Present:**

**PPG** Helen Carter (HC), Bernard Connolly (BC), Becky Collins (BCo), Sandie Helm (SH), Andrew Lewcock (AL), Janet Parker (JP), Rosemary Stickland (RS),

**Practice** Dr Carrie Ladd (CL)

**1/ Apologies:** Lyn Davis (LD) Julie Mabberley (JM), Tom Thacker (TT),

**2/ To approve notes from last meeting;** version 4 notes as circulated contained the update treasurers report and a green highlight note (page 1) on a comment made by Robin Somers that still needed clarification please.

**Action** CL to seek clarification from Robin Somers, advise AL accordingly.

The simple Actions list from the March meeting had been submitted for posting on the web site in the absence of the usual Precis note.

**3/ Practice update**

**Heidi Health** is a new transcription tool that converts audio recordings to text in Word .docx files Unlike the version embedded in Word 365. This tool has security approval from the NHS, so would be very helpful for meeting note taking. Proof reading of the output is **always** required as some speech is missed or misinterpreted (as you can see in some TV subtitles !)

**Staffing** – welcome continued support of GP locums – Dr Zaman, Dr Ray & Dr Lehal with Dr Mabbett still on maternity leave and Dr Brimfield still on long term leave.

**Patient list** Carrie mentioned that the Practice is looking to expand their patient list now that they have a full complement of doctors.

**Accurx Triage** – the company had a technical issue affecting all practices across the country, on the Tuesday following Bank Holiday Monday. NSP put out comms quickly and issue was resolved within an hour of opening, but the timing was not helpful.

**Paper Prescriptions** – no current issues in that most users are now used to the new process.

CL advised the NHS app only shows repeat prescriptions for patients to reorder; (other prescriptions may require an admin note to be sent to the Doctor to initiate action).

The quantity of paper the pharmacists actually deliver was also discussed; the Pharmacies are separate companies, have their own work processes and this was an area outside the control of the GPs.

**Friends & Family data** – continues to be positive; the results from IPSOS MORI survey undertaken earlier this year are due to be published later this year ( usually this is in July).

**Hospital Correspondence** was discussed. The reported delays that patients may experience in getting correspondence can cause concern. HC reported that whilst a patient had received a letter from the hospital after an appointment there, which contained treatment requests to be followed up by the GP Practice, on going to two appointments at the surgery spaced a week apart, neither of the locum GPs the patient saw could access the letter. Hence that treatment hasn't as yet started. CL said it can take up to 2 weeks for letters to be dealt with, however if a letter is clinically urgent the patient will be contacted sooner. CL will check with Locums they are aware of these letters if seeing another doctor's patient, and will look into this, so that when a locum doctor is assigned a specific patient for an extended period, they are provided with the necessary credentials to access the Hospital notes attached to that patient.

AL mentioned the new OUH Patient portal, on <https://www.ouh.nhs.uk/patient-guide/patient-portal/> as a possible source of help. CL noted that Hospital letters do go electronically to GPs but may not be directed to a Locum GP which then could cause delays.

**4/ Future Talks** – Practice is still willing to offer Zoom Talks but pressures within and outside practice last few months have meant these have not moved forward; after discussion, NHS app and Vaccinations were thought to be good subjects. Timing for the vaccinations talk should be Autumn/Winter, so do the NHS App in Summer, perhaps June ?. For any talks supporting handouts etc should be prepared in advance.(NB if done on zoom an audio file could be transcribed for publication as text on the web site ?)

**Action** ; CL/RS to advise what dates the Practice could offer for talks.

#### **5/ Health & Wellbeing Event**

A great collaborative event for the Community, thanks to all involved.

Feedback would be discussed at the Wash up meeting on 20<sup>th</sup> May.

BC provided breakdown of the number of visitors counted coming through the front door at the Beacon. Total counted: 230

Breakdown by hours:

1200 - 1300: 102

1300 - 1400: 61

1400 - 1500: 52

1500 - 1600: 15

It was reported that some entered by the side door in the café, and probably in excess of 150 attended as representatives of the organisations involved, so we may consider that closer to 400 people were at the event.

**Action** SH agreed to forward BCs numbers to Greta for CSP PPG.

The Café was noted as being very busy.

#### **6/ Systems**

**BOB ICB** have announced a PPG Sharing Portal, through which PPGS in Oxfordshire can communicate and share ideas. AL thought this worth investigating.

The process is at least 2 stages.

At the BOB ICB PORTAL ( see <https://yourvoicebob-icb.uk/engagementhq.com/register>) you create a personal account, ( not one for the PPG !).

Then you have to ask (by email) for BOB to connect your “identity” to a physical location and a specific Practice/PPG; this takes time it seems ! AL will brief Committee on Progress.

**Practice Website** – updated! Feedback welcome although NSP are working on the staff photos being more complete.

## **7/ SOPA**

No recent meetings.

**Action** JP to send round date of next meeting and topics to cover.

## **8/ Wantage Hospital Progress/HOSC.**

Brief discussion but AL/BC confirmed no indication of building work starting on the site.

## **9/ Wantage Town Council**

Last meeting cancelled in the run up to local elections.

## **10/ Communications**

NSP expressed concerns over the cost of the newsletters and size of Print runs. –The discussion around the PCN's executive's decision that only two PPG newsletters should be produced each year resulted in a request for information regarding the cost of each production run.

HC said that each print run of 1000 copies of the newsletters was less than £250 and would confirm this.

**Action** HC to confirm the costs and numbers printed of the last few newsletters, to clarify for the Practices exactly what the Annual total costs are, based on the current print run of 1000 done four times per year.

The distribution ( number dropped at each location) is being examined in conjunction with CSP in order to improve distribution efficiency.

Aims of PPG had been reviewed, and a new one suggested:

*“ Advise patients about the new developments adopted by the Practice and other associated local NHS services, which can improve health care.–*

NSP confirmed aim 7 is acceptable, and it was approved by the meeting.

## **11/ Treasurer's report**

As of the 28<sup>th</sup> April the current balance is £1,070.40 but a few transactions were expected in the next few days. A balancing of the H&W event accounts with the CSP would be due to take place soon.

## **12/ AOB**

**Chairman of PPG** – huge thanks to Julie for all her leadership in the role of Chair.

The Role of the Chair was passed to SH, Proposed by AL, seconded BC, passed and approved by all participants.

No other AOB

## **13/ Date and Time of Next Meeting.**

NSP - Thursday 5<sup>th</sup> June at 7.30 pm

Joint meeting - Tuesday 10<sup>th</sup> June at 2pm (NSPG to Chair)

**Summary of Actions arising**

**Action** CL to seek clarification from Robin Somers, advise AL accordingly.

**Action** ; CL/RS to advise what dates the Practice could offer for talks.

**Action** SH agreed to forward BCs number to Greta as CSP PPG

**Action** JP to send round date of next SOPA meeting and topics to cover.

**Action** HC to confirm the costs and numbers printed of the last few newsletters, to clarify for the Practices exactly what the Annual total costs are, based on the current print run of 1000 done four times per year.