



Notes of the PPG meeting Thurs 6th Feb 2:30 pm pm by Zoom

FINAL

Present:

PPG Helen Carter (HC), Lyn Davis (LD) Sandie Helm (SH), Andrew Lewcock (AL), Julie Mabberley (JM), Janet Parker (JP),

Apologies: Lisa Vokins (LA), Bernard Connolly (BC), Becky Collins (BCo), Tom Thacker (TT), Rosemary Stickland (RS),

Practice Robin Somers (RS) Sandra O'Donnell

1 / **Notes** of the meeting Wed 22nd Jan were approved **Action** AL to prepare shortened note form to post up on NSP web site.

Actions arising from 22nd Jan

JM to liaise with Emily ref Olly Glover visit; RS has spoken to Emily; Olly Glover MP only available on Fridays and Saturdays, and a date offered in March was not suitable, so **further dates being requested.**

AL to send Precis notes for posting on the web site **Completed**

AL to start Web site Review in mid Feb after NSP have finished the latest set of changes.

Awaiting "go ahead" from NSP

CL to prepare notes on "Why use NHS App rather than web site for Total Triage"

And Integrated Neighbourhood teams

RS responded on this action that NHS app is best tool as data goes directly to the Practice. It is the preferred tool/route of choice.

LD commented that this does not apply if someone is a proxy for a patient, and not at the same practice, so they cannot use the NHS App and have to use Total Triage via the NSP web site.

Precis from December was circulated, no comment yet received; **Action ALL** to send comments on the precis of December to AL and then AL to send in December Precis to NSP

2/ Practice update.

RS advised a new receptionist is starting at NSP, part time , and Part time at the PCN.

RS reported on a short patient satisfaction survey of the TV Screen and announcements via it; he found patients surveyed in the waiting area were generally happy, and some chose to sit where they could not see the screen (just listen out for the announcement).

JM referred to some documents displayed on the screen having very hard to read text

RS asked JM to , next time she was at the surgery, to see if the specific document could be identified.

(AL Note A specific document was identified during the 22/01/2025 meeting as an example of this, legible as a handout but hard to read with standard font size when displayed as in page on the display screen. I think the specific document was one which Dr Ladd had at the 22nd Jan meeting and was a draft about a pilot project for people with long term health conditions)

No questions for RS.

3/ Future Talks.

NHS App , A talk, not a training session, explain which buttons do what , to be held at the Health and Wellbeing event on 26th April. Kellie has shown AL: that a “Dummy patient” NHS app account now exists, so practical demo and screen shots much simpler to do now;

Vaccination; General information on who is eligible for what and when, to encourage people to get the Flu, covid, shingles and RSV vaccination on offer this year.

Age clinical vulnerability and patient related factors affect who is eligible for what (and it was noted you can be too old to be eligible for some vaccines, and child vaccines can be different from adult vaccines) to be held in late March.

JM Asked RS to find out who from the practice will lead on these talks so we can start publicising them.

Action RS to find out who from the practice will lead presentations and confirm dates/timing.

4/ Health and wellbeing event.

Saturday 26th April 2025; JM requested volunteers to help as stewards, runners, first aiders etc, at the event. Both JM and AL HC LD and SH offered to help.

5/Systems

A systems note had been circulated prior to the meeting.

AL also reported that some guidance notes, created by Kellie (using the NHS Dummy patient account), were now available to show Patients where to attach a photo (if appropriate) on their Total Triage form, and what file types are acceptable, and the size limit is 8 MB

AL asked RS if the Digital Champions at NSP could draw new users attention to this.

Action RS to mention attaching photos to the Digital Champions when they help set up a new account.

JM noted on Patient Data management, some difficulty in getting hospital notes onto the Patients Records in the NHS app. Transfer to the GP is not “automatic”.

RS had not heard about this. He noted the Hospital will send correspondence to the patients, but not always to the GP and also not to the NHS App.

He suggested patient either ask the NHS Trust to send directly to the GP or for the patient to take a photocopy to the GP, and ask them to put into the app.

AL offered to send a note issued by PALS at the JR Hospital, which sets out a description of the current JR Hospital protocol for “communication between Hospitals and GPs”

Action AL to send the JR PALS note to RS.

LD commented that if patients don't know, they can't ask for this to happen.

RS notes Secondary care are "their own masters".

SH suggested the GPs should tell patients to ask for information, or it is put on a web site or the TV screen in the waiting room. RS thought the TV screen and Web site were more likely to get the message across.

Action RS will get this message put on the TV screen, web site and Facebook page.

LD suggested the issue needs checking as if the GP refers the patient to the hospital, they get feedback, but if the hospital calls the patient in, the GP may not get feedback

6/ SOPA

JP notes her latest SOPA report was attached to the latest minutes, and no one raised any questions.

7/ Hospital Progress and HOSC

A news article recently indicated they would be spending a million pounds on the Hospital. HC reported that a Progress Meeting on the Community Hospital plans should be held soon at the band Hall and is now planned for 27th Feb. (If it drags on too long it may be delayed by the impact of the local election rules). If any of the committee sees anything can they let all the committee know.

AL confirmed there was no sign of any building work underway at the Hospital, so all timescales will have slipped by several months.

HC queried the parking at the Hospital but had no answer.

RS had no inside information about progress.

7/ Wantage town Council Health sub committee

JM noted there should be a Sub committee meeting in February, date 27th Feb, but no time given yet, JM/HC/AL will circulate when it is confirmed.

8/ Communications.

Newsletter has been printed, 950 prints not the 1000 ordered. JM has asked for discounts for 3 months at the printers.

Posters; Posters with QR codes for newsletters are ready ; JP to ask AL or JM to get print hard copies.

2000 flyers for Health and Wellbeing event have been ordered as it was more economical than ordering 1500 !

Action AL to draft a distribution plan for the NSP PPG

Of the 1000 flyers for NSP PPG, JM planned

- 500 to go out like the newsletter
- 125 as "top ups" for some locations
- 125 to be handed out in the market Square (by volunteers) the week before

- This leaves 250 “to be decided”.

The Flyer for the Health and wellbeing event also has a QR code on it taking you (hopefully) to the web site.

Outreach; HC confirmed Willow Grange visited the previous day; a few feisty patients encountered. HC will circulate a short report soon.

They have decided to put the Triage questions into a handout, so people know what to expect when they use it, and so can have some answers to Triage questions ready before they start. Of the 20 or so residents only 3 had internet access, which surprised HC.

A query arose about NHS app Proxy, in the situation where someone has Power of Attorney for a person but cannot use the NHS App because they are not in the same Practice. What will happen if the Proxy is needed.

LD commented that she knew one person whose LPA Proxy is some distance away, the Proxy's own GP arranged access. HC thanked LD for this

HC also noted Cleggs are apparently doing monthly repeat prescriptions from paper scrips. A couple of patients were upset at having to tell anyone other than the GP what was wrong with them. HC explained to them about Receptionists and confidentiality.

RS noted anyone who is a patient in the Practice who has Power of Attorney for a patient in the same Practice, they can get the Proxy Access. If they are a non-patient in the Practice they can only get Proxy Access by using the Patient Access software tool.

HC reported they are potentially being interviewed by Jaz Kundi , Community Involvement Officer.

They were asked to be filmed / recorder doing one of the outreach sessions but HG and Sue declined for several good reasons.

Greta had been contacted by Healthwatch to ask about filming PPG Zoom sessions for the Health and Wellbeing event. The objectives were uncertain. LD queried the benefit for the Practice. After some discussion SH suggested that an Outreach Talk be filmed but to the PPG committees as the audience, and perhaps RS as well.

HS responded positively to this idea and would raise this with Sue.

Action JM to raise this as a topic for next Joint PPG

9/ Treasurers report

HC Bad news was St Modwen have declined funding for the Health and Wellbeing event

Good news was TfD have sent £250 ;

As of last week we have a balance of £1035.33 in the Bank account.

No money from Larkmead, and Masons will send money when the invoice is presented.

JM summarised the event sponsorship pledged as

£500 from Assura

£500 from Grove Parish Council

£500 from Rivus

£500 from Wantage Town Council

£400 from the Masons

£250 from TfD

£250 from Larkmead

Making a total of £2,900 ; the last event cost £2700 to run, but prices have gone up in the intervening 2 years. Costs need to be controlled carefully.

More income may come from Care homes buying "space" in one of the large Ground floor rooms.

10/ AOB

AL reported on a Healthwatch Webinar the previous day; They are starting a project to look at the NHS 10 year plan. In summary the plan is to

1/ Move more care from Hospitals out into the community

2/ Better use of the technology

3/ Prevention of illness

Attendees were asked to express

Hopes for the plan

Any concerns about the plan

What technology should the NHS prioritise ?

AL noted the latter point was almost impossible to answer if we were not aware of what technology was around and could be deployed. AL has submitted a note to this effect.

Actions arising in this meeting:

Action AL to prepare shortened note form to post up on NSP web site.

Action ALL to send comments on the precis of December to AL and then AL to send in December Precis to NSP

Action RS to find out who from the practice will lead presentations and confirm dates/timing.

Action RS to mention attaching photos to the Digital Champions when they help set up a new account.

Action AL to send the JR PALS note to RS.

Action RS will get the message (asking for Hospital notes to be sent to GP) put on the TV screen, web site and Facebook page.

Action AL to draft a distribution plan for the NSP PPG

Action JM to raise this (filming at outreach talk to PPG committees) as a topic for next Joint PPG

11/ Date and time of Next Meeting

Thursday 6th March at 2.30 pm or 7.30 pm if it helps Lisa and Becky to attend JM to check timing.

Next Joint meeting is Tuesday 4th March at 2.00 pm by Zoom

END