



Notes of the PPG meeting held on Tuesday 14th October at 2:00 pm by Zoom

Draft V4

Present:

PPG Helen Carter (HC), Lyn Davis (LD) Judy Gibbons (JG) Sandie Helm (SH), Andrew Lewcock (AL), Janet Parker (JP), Rosemary Stickland (RS), Tom Thacker (TT),

Practice N/A

1/ Apologies:) Julie Mabberley (JM), Becky Collins (BCo), Bernard Connolly (BC) Barry McCarthy (BMc) Dr Carrie Ladd (CL);

2/ To approve notes from last meeting; there were two queries relating to the Practice and it was decided to resolve these after the meeting by email. Action AL /LD

3/ AL had sent July meeting precis notes off to Kellie to post on the Web site.

2/ Actions arising

AL noted there was an action arising on him to send out an outreach message to Whitehorse PPG. Confirmed this has been done, communicated with Doctor Helen Price, who is the chair of the PPG, and the Secretary is Amanda Harvey.

We were invited to their AGM and Dr Bob Russ is talking at the meeting about the NHS 10 year plan. So if he leaves any slides or anything. I've asked if we can get a copy of them. Unfortunately no-one from NSP can attend for personal reasons.

3/ Monthly update from Practice

As no one from the Practice was in attendance, this update was sent after the meeting by email.

1) Staffing Update - we are continuing to appreciate the support from locum GPs Dr Zaman, Dr Khanna and welcome Dr Miriam Mmaduakolam who has joined us as a permanent member of the team.

2) Triage system has been amended to include a "routine care appointment" request for

a limited number of items such as smear check, health check, medication review in line with the change in GP contract this year - medical requests that need review and triage of an appropriate appointment (in terms of urgency and clinician) will still need to be submitted via the "medical" request on Accurx.

3) Phone line waiting times remain low

4) Flu and Covid Campaign well under way - huge thank you to Bernard, Andrew and Sandie for helping already - and to Helen, Rosemary and Lyn for kindly offering too. Lisa and Sandra have been co-ordinating this rota as it has been complicated with Robin being on sick leave.

5) Care Home vaccinations have been completed for the three homes NSP support, and the NSP team are now visiting those patients who are housebound, as well as completing over 1500 flu vaccinations already in the last 2 weeks at the practice.

4/ Future Talks

The next talk will be at the AGM on the 20th of November 2025, on 'The Future of Healthcare in Wantage'.

The Talk on NHS 10 year plan was suggested for mid-March as news is emerging very slowly and will be on a Thursday again. This needs checking with the Practice for availability

Action SH to check suitable dates for March 2025 talk with the NSP and Carrie.

The next Joint meeting with CSP will be on Tuesday 9th December at 2.00 pm, by Zoom, and we normally hold a very short meeting starting just afterwards just to confirm everybody's still OK with actions completed etc.

5/ Systems. AL noted. There is a feature in the NHS app that has been released that specifically relates to patients at both Newbury Street and Church Street Practices, the "prescription tracking at pharmacists" going live.

If you order your repeat prescription or your occasional repeat prescription in future through the NHS app, it should be possible in due course for the pharmacist to send out a message to say "it's here". This is something TT has raised several times in relation to one of the other apps that actually says it's at the pharmacy, it's ready to collect.

Boots can do this and the other three pharmacies in Wantage and Grove at the date of the meeting cannot. AL has asked NHS Digital if they can explain whether it's down to the pharmacies to request this tool or the NHS app will "push" it out.

LD queried if Boots has already got it, why do we have to wait for the other pharmacies to roll it out? It must be available

AL responded It is technically available, but it's only been rolled out to 1,500 High Street chemists. Over the next 12 months, the service is expected to be made available to nearly 5,000 more pharmacies. But, does the pharmacy ask for it or does the NHS app just push it out?

TT reported Bretts saying they can do it sometimes, which sounds odd.

AL went to a webinar as an NHS app ambassador. There were 500 people at the webinar and it provided a fairly detailed review of what they're doing in the next 3-6 months.

By January or February, there'll probably be a campaign to tell everyone about them.

AL has applied to join the Oxford AI study group, which is advertised in the John Radcliffe Hospital. They're primarily evaluating digital health technologies including artificial intelligence. So the PPG might get an idea of what's coming our way before it hits the practice.

5/ SOPA

JP reported there hasn't been a meeting. There's one coming up and they'd like our PPG news.

SH asked: do they get invited to PPG AGMs ?

SH suggested then they can attend ours. JP to give them the dates and everything and send them the details. Action JP to offer AGM invite to SOPA reps.

6/ Hospital Progress

AL reported the building work started on Monday 13th October, and they are expected to last until Spring 2026. The builders are going to try to keep as much of the building open as possible while they do the work. From previous briefings, there were four building zones and they'll close off one zone at a time and keep the other three open as far as possible.

7/ Wantage Town Council Health sub-committee

JP Reported they haven't met lately. The last meeting was cancelled. Next Meeting will be November sometime.

JG asked what committee that is? JP advised the health sub-committee

AL asked does the town council health subcommittee have any actual powers ?.

JP Responded It seems to have the power to send out a questionnaire. It sent out one about dental practices and health in the area.

JG asked have we got their terms of reference? It's difficult to know what to raise with them and how to raise it if you don't know what their terms of reference are.

Action JP to try and get TOR for Town Council Health Sub-committee

8/ Communications

Newsletter:

AL requested any suggestions, ideas from the committee. Newsletter planning has now started for the next edition. Aim to get it finalised by the end of November/ beginning of December, so we can send it to the printers at the middle of December.

AL will get in touch with the Practice to ask for some updates on the PCN. I don't know whether the PCN still formally exists or not, or if they're working in conjunction with Church Street practice informally.

An update on Integrated Neighbourhood Teams was suggested, and an update on progress with Vaccinations was also suggested. Also any changes in the on-line appointments system. These were all noted as good idea.

Some general discussion took place about reviewing the delivery sites for the newsletter, and this is something to take up jointly with CSP PPG.

Action AL to send round reminder note ref Delivery sites for newsletter to Committee with copy of latest delivery list.

Out Reach

HC confirmed Sue Thwaite from CSP has now stood down, so outreach to Retirement Housing Complexes is on hold until someone else from CSP can be found.

HC also noted that it would be great if some people would go into the early years type establishments because some parents, are saying on Facebook that they can't get any help and I think we have found that we have counteracted those sorts of comments pretty well to explain the sort of red, amber, green, idea and to explain just how busy it is and everything.

We believe we managed to stress very much that we're patients and have the same frustrations, but also we have heard about it from the Practice point of view, and that it's not like it used to be. We've managed to bring a few people around that the Practices are working hard to care for all patients.

SH asked about playgroups, toddlers groups etc, and HC said it needs to be someone with experience of talking to young, but she was not the person to do it.

SH also noted It's something we need to run past Carrie first as well, to get Practice approval.

Other Communications

AL reported we have been approached by somebody called Anita Wingard, who works for Community Catalysts who was keen on attending the joint PPG committee meeting in December. Greta had some reservations. AL has sent a short explanation of what we do and explained that we are a voluntary group, not a commercial enterprise.

AL had looked them up on line and still failed to understand where/ how/why Community Catalysts get involved.

Action SH and AL to talk via Zoom with Anita Wingard, and report back.

9/ AGM

Considerable discussion took place on the AGM, to be held Thursday 20th November at 7.00 pm at the Practice, after a talk by CL.

ACTION SH will prepare a booklet and check what CL wants to see in it this year apart from the Constitution, such as the Aims, and whether the code of Conduct should be in there. It's all to do with CQC wanting more information,

Action SH needs to prepare a report for the AGM, which AL will help with.

SH also reported that she contacted JM via her partner Geoff. This was clarified by e-mail the situation has been clarified that JM is standing down as Chair but would still like committee communications.

SH offered to stand in as Chair for another year.

SH asked if we should offer simple refreshment, juices and biscuits; AL commented that as the talk was Hybrid, both Zoom and In Person, perhaps that was complicated enough. This view was accepted by the meeting.

SH showed the meeting 2 alternative posters and the meeting selected one.

Action SH to increase some Font Sizes (date time) on poster, supply to Kellie at the Practice for posting on the NSP Web site, and to generate a QR code to send to SH for the AGM poster for general Distribution.

Action All committee; Once A4/A5 AGM posters created, please distribute promptly

JG asked if the committee were expected to be on Zoom or at the Practice; SH confirmed most of the committee would attend in person.

Summary list of forthcoming meetings

AGM is on Thursday the 20th of November at 7 o'clock.

Joint meeting with CSP is on Tuesday the 9th of December at 2.00 pm

Tuesday the 16th end of December at 2pm.

SH Closed the meeting.

END

List of Actions arising during this meeting.

Action SH to check suitable dates for March 2025 talk with the NSP and CL.

Action JP to try and get TOR for Town Council Health Sub-committee

Action AL to send round reminder note ref Delivery sites for newsletter to Committee with copy of latest delivery list.

Action SH and AL to talk via Zoom with Anita Wingard, and report back.

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