

**Patient Participation Group Meeting Minutes  
 Monday 20<sup>th</sup> April 2015**

Serial	Meeting Minutes	Lead
	<p>Anita Higham introduced herself, she is the chair of the Steering Group for the North Oxfordshire Locality Forum, and the group meets every 2 months and represents 12 Patient Participation Groups. * Anita is looking for a PPG representative to join her group*</p> <p>The patient voice is very important; it will help shape and design Primary Care for the future.</p>	All
1	<p>Minutes from last meeting</p> <p>Horsefair is now the largest Practice in the North of Oxfordshire.</p> <p><u>Repeat Prescriptions</u></p> <p>Patients can, call their pharmacy, send an email, complete a request form or register for online services (this includes appointment booking and viewing medical history) to order repeat prescriptions as we ceased taking requests over the telephone on April 1<sup>st</sup> 2015</p> <p>DM told us that he waited over an hour for his repeat prescription in the pharmacy and another man waited an hour and a half, AMc said that it will take a while for the new system to bed in and we appreciate everyone's patience. We have seen an increase of patients registering for Online Services which is good and the pharmacies are coping with the increase in workload, we have a good line of communication open with all pharmacies. Middleton Cheney pharmacy is quoting 5</p>	

	<p>days as the turnaround for a prescription, which we feel is too long we will do some investigation into what the others are doing. EC expressed her concerns about the pharmacy not having sight of what medications the patient is taking and they may ask for a 'small white pill' Karen pointed out that before the change, patients were asking unqualified receptionists for the 'small white pill' at least now the patients will be asking a qualified person. AM and DK admitted to not putting in as much effort for communication with the Middleton Cheney patients, this is learning for the future.</p>	
2	<p>EW attended the Healthwatch Oxfordshire at Cassington in January this year. The workshop focussed on the particular needs of working adults (aged 18-64) and the information gathered was passed on to the Oxfordshire County Council to help inform the Oxfordshire Joint Strategic Needs Assessment</p> <p>Topics for discussion included:</p> <ul style="list-style-type: none"> <li>• What are the unmet health &amp; social care needs for working age people?</li> <li>• Are there any barriers that are preventing people of working age from achieving their full potential?</li> <li>• What impact do chronic conditions have on those of working age?</li> <li>• What is working well?</li> </ul> <p>(please see attached from the meeting)</p> <p>AM asked what dedication there is from Horsefair for Mental Health provision. AMc explained that we are linked to a psychiatrist from The Elms and that Dr Elena Galt has become the lead in Primary Care for Dementia in North Oxfordshire covering 12 practices under the Federation umbrella. Alex Wheeler who signposts</p>	

	<p>Dementia patients and their carers to the right resources is a fantastic asset to Horsefair. Alex works at Horsefair every Thursday. P said that she works for Restore - a charity who supports people with mental health issues in Oxfordshire to recover and get work. They provide a range of mental health support services including coaching, recovery groups and training.</p> <p><a href="http://www.restore.org.uk">www.restore.org.uk</a> - and they find that the most difficult thing about Mental Illness is admitting that you have it; there is a gaping hole in Primary Care for identifying and supporting patients. Patricia also asked if Doctors are supported/have supervision to help them with Mental Exhaustion. AMc confirmed that we are an unusually good practice and that the Doctors support each other, they can download to the counsellor too.</p> <p>SEAP – Support Empower Advocate Promote are a body of people who can support you in any NHS complaints, they are part of Healthwatch <a href="http://www.seap.org.uk">www.seap.org.uk</a></p> <p>Weekend Access for Horsefair Patients</p> <p>AMc had just attended a meeting for the Federation, The Prime Minister’s challenge fund has stated that we need to give 7-days a week access to Primary Care, to meet this a surgery will be set up at the Banbury Health Clinic on a Saturday and Sunday. Our Doctors will be invited to do a session and the doctors running it will have access to all of the 12 North Oxfordshire practice’s patients records and will be able to treat them. The Emergency Care Practitioner – JH is doing a great job, visiting our patients who need a home visit throughout the morning. Our patients no longer have to wait until the Doctor has finished their morning surgery before they can visit, it has also alleviated any possible problems with many patients having to be admitted all at the same time to HGH following a home visit, as Julie is able to stagger any hospital admission.</p>	
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	<p>AM asked if we have Occupational Therapy in North Oxfordshire. Andrew confirmed that Occupational Therapy is accessed via a referral from the Doctor through Single Point of Access.</p> <p>Patricia asked if there is provision for Working People to have a Blood Test, is it possible to go to a local surgery to your workplace to have the blood taken and then the results sent to your own surgery. She leaves the house at 7am and doesn't get home until 7pm. Is it possible to have bloods taken on a Saturday? Or could pharmacies offer a phlebotomy service? AH will look into some of these ideas and put them forward to the steering group.</p>	
3	<p>Leavers and Starters</p> <p>JH ECP is off to support her husband working in Carolina, it will be a great loss to Horsefair but she is being replaced by AR, he starts on 11<sup>th</sup> May and JH leaves on 15<sup>th</sup> May. HG retires at the end of May after 33 years at Horsefair. He has seen some 5 generations of family! We will miss him very much, AMc describes him as one of the best people he has ever met extremely kind and sensible. Dr Rosalind West will join us in June and she will take all of Dr Gillies' patients. There will be a coffee morning for his patients on Friday 29<sup>th</sup> May from 10 to 1130am. Dr Koralage leaves us at the end of April, she lives in Bicester and works there 2 days a week, she will be going to work there full time. She will be missed but we fully understand and support her move to Bicester full time. SB has just started as a full time Health Care Assistant.</p>	Andrew
4	<p>Triage / S.A.S - Specialist Assessment Service</p> <p>We are now the largest surgery in North Oxfordshire with almost 18000 patients. It can be difficult to get an appointment to see your Doctor so we are in the process of building a model for a Triage service so that we can give patients the <b>Right Service at the Right Time with the Right Person</b>. We will produce scripted protocols for the nurses and doctors to follow. More details to follow re the launch date.</p>	Andrew

5	Car Parking – the private company Creative Parking have been employed by the landlord to address the patient and staff car parking at South Bar House. We have struggled since we moved in, in 2009 and patients complain a lot about parking. The system will work on number plate registration, patients will be allowed 30 minutes free parking, and will need to input their number plate details into an ipad which will be available at West Bar, Horsefair and Cox and Robinson. Jane asked if there would be help to do this if a patient was struggling, AMc assured JM that there would be help at hand. This is to improve flow through the carpark and prevent people using the car park if they are not visiting South Bar House.	Andrew
6	For discussion – Music in the waiting rooms This was mooted but unanimously decided that music was not for Horsefair, however it was agreed that we should look into something to absorb the sound in both waiting rooms	All
7	Electronic Check in Screen is being installed in the waiting room, this will alleviate the queue that often builds up in reception and will give us the facility to communicate with patients about smoking status, check telephone details, prompt reminders etc. This is imminent. Jane asked if there would be help to check in, Andrew confirmed that the receptionist could help anyone struggling	
*	AM and JM are interested in being the rep from the PPG for	
	Next meeting 7pm Monday 19 <sup>th</sup> October 2015	