**Meeting Notes – PPG 7th February 2018**

Attended – Kathryn Wilkinson (Chair), Anita Lightstone, Malcolm Bourner, Kate Phizackerley, Alan Laitt, Tony Hallatt, Sylvia Martineau, Marianne Puxley, Greg Birdseye, Pam Drumm, Grant Audley-Miller, Helen Banks, Alan Mordue (Practice Manager), Pat O’Neill, Dr Sharon Dixon.

Kathryn welcomed the new members to the meeting.

Matters arising from last meeting

The membership is now 33. Kathryn reported that the health walks are going well and asked if anyone would like to take a leaflet to advertise them further. Also the council are willing to train anyone who would like to become a leader.

Practice Managers Update

Dr James McNally has joined practice as a replacement for Dr Green. We also have a new specialist Diabetic Nurse, Lucy Chadder and a new Pharmacist who will be working in the practice doing hypertension clinics, medicine reviews and helping the GP’s with other medicine management tasks.

We are recruiting in reception, who have been very short staffed since last November. We are also taking on a new young apprentice who will work across reception and admin whilst completing an NVQ in business administration. In the next few months there will be some adjustments to the practice nursing team as Mairead is expecting twins and will be going off on maternity leave.

The focus within the practice is on Qof at the moment which is mainly about chronic disease management, clinical reviews etc. The practice funding depends on this process and it’s quite hard to get patients to come in for reviews.

The practice is aware that the website isn’t as professional/helpful as it could be and are looking to improve it. Other practices have better websites; The Windrush (Witney) is a particularly good one. Kathryn asked all members to look at a few different sites and to email suggestions for any improvements to the practice (occg.donningtonmedicalpartnership@nhs.net) Pat will collate any responses and pass them on. Greg commented that the PPG link still goes to old version of PPG leaflet. Alan has asked for that to be changed. He will chase it up.

PPG Action Plan/review

Kathryn asked group whether we should include in the agenda a topic of interest each time. Some of suggestions were management of childrens care, (preschool) Changing debate re statins.

STP plan still ongoing. CCG have bombarded PPG’s re consultation but process for this is unclear. It’s a messy process and they are proposing some open meetings. The meeting at St Gregs school before Christmas wasn’t very well attended. The changes to the status of the Horton and its impact on the JR have been widely discussed. Another appeal is imminent, which the CCG will have to fund. Kathryn advised all members to look at Healthwatch website. <https://healthwatchoxfordshire.co.uk>

Dr Sharon Dixon – Changes in Primary Care

Dr Dixon explained to the group how work done in primary care has changed in last 20 years. Lots of work has transferred from secondary to primary care, for example Diabetics all used to be seen twice a year at the hospital. Now virtually all their care is done at the GP surgery. The GP’s are picking up more and more complex conditions and so they need to work out how to best direct the resources around them so the GP’s are available to do what only they can do. Medicine reviews/ Hypertension management for example would be much better managed by a pharmacist. Also bringing Practice Nurses into minor illness will save the GP’s appointments. There is a lot of work that could be really well done by people other than the GP. How do we ‘sell’ this to patients as a positive message? We don’t want the patients to feel that they are being short changed. The website could be used to signpost where patients could go for sources of advice. Some clarity about what alternatives are available to a GP appointment and who can do what would be good.

Members wondered if we should routinely refer to ourselves as a health centre rather than ‘ the doctors surgery’ so that patients don’t always expect to see a GP. Other healthcare professionals, ie Pharmacist and Practice Nurses can offer patients a longer appointment than a GP can so that can be a positive.

We should replace the photo’s in reception and include Pharmacist, and other professionals. Posters advertising the other services could help. The reception team have been asked by GP’s to ask patients for reason for their appointment. The reception phones are not know in a place where they can be overheard in the waiting room. Patients can always decline if they don’t want to disclose the reason.

Widening the membership

The meeting discussed ways to make the membership wider and more representative. Some of the quick wins have been achieved- new leaflet, and moving the noticeboard. Lots of patients may not want to join but might want to contribute. Dr Dixon is very interested in setting up a virtual youth group to run parallel to the PPG. Anita will try to come up with some wording for a poster aimed at younger people

Any other business

Dates for 2018 meetings are as follows

April 11th

June 13th

August 7th

October 17th

December 12th

Times and venues to be confirmed.