**Bicester Health Centre Patient Participation Group Online Meeting Minutes**

Wednesday 18 January 2023, 3:00– 5:00 pm

Attending: Dr Jonathan Holt (JH), Peter Wilson (PW), Teresa Allen (TA) (acting chair), Jane Burrett (JB), Tomy Duby (TD), Christine Tulloch (CT), Patsy Parsons (PP)

**Actions From Meeting of 18/05/2022**

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| Beds in Cherwell House Bicester | JH- BHC only covers routine care |
| Delayed access to full medical records | JH – consulted PN post meeting…  No date yet agreed by NHS England for the general switch-on. BHC patients have had detailed coded since 1.4.2019. Manually activated by application. |

**BHC Update**

PPG Questions

1. i) How has the hospital situation in Oxfordshire affected BHC and its patients since November meeting?

JH said that BHC does not have measures but is probably seeing early discharges. The MDT (multi-disciplinary team) mitigates the issue. Consultants are stressed when asked to admit patients. Patients may not go to A&E straight away e.g. they may send photos and ask if they should go there or elsewhere.  
 ii) How is Adult Social Care impacted in the PCN area?

JH had not heard that there was any more strain than before. The Acute Discharge Team can step in before social care is in place. Social Care liaises with the MDT.

1. Are there developments in F2F reception procedures, types of appointment and take up of the Enhanced Access Hours Appointments system?

PW said that F2F is the least favoured method of patient contact. eConsult is the most efficient method, followed by phone. F2F is still offered for those needing it.

Enhanced hours appointments are available to patients of the Bicester practices on a weighted basis depending on patient population. Roughly 30% each for BHC and Montgomery House, and 40% Alchester. BHC uses any slots still spare the day before.

JB asked about new patients joining the practice. PW said about 50 – 70 a month, with an uplift since Christmas. TA commented that on FaceBook, she often sees people recommending BHC to newcomers.

1. In the light of statements in the press, stated to be from various sources, about NHS England and specifically Primary Care might the PCN merger of practices in Bicester NOT go ahead? How long term are these reform ideas?

JH thought there was pressure from the press. BHC has no plans to merge with Graven Hill. The other practices are not signed up to the PCN contract. In future a merger of practices may be forced. Directives will come from NHS England.

PCN Roles

JH - A new Mind Child and Young Adult worker will work across the PCN. There are up to 2 year waits for mental health (e.g. autism) diagnoses. They will help to manage the wait and signpost services.

An Adult Mental Health Practitioner, Jill Dilkes, has been employed. She will work with Oxford Health and the PCN.

The MDT have added a Frailty Care Coordinator and Social Prescriber.

3 part-time GP assistants are working at the front desk with the triage GP filtering e-Consults.

A remote Clinical Pharmacist has been contracted through a provider to review prescriptions, looking at those patients with the largest number of medications as they pose the largest risk.

A pharmacy technician is supporting the Clinical Pharmacists.

JB asked whether there was a drive to cut down on the number of prescriptions in the surgery to cut down costs. JH replied that “This works centrally from the contractual pressure and funding that NHS England provide. At present reviews of some higher risk medications or combination of medications are financially incentivised. Clinical pharmacists and pharmacy technicians to support this work can be at least partly funded through PCN reimbursement for additional roles.”

Pharmacists are doing this work, so that GP time is freed up to see patients

**Agenda Items**

Communities of Practice

TD attended Communities of Practice virtual meeting “Supporting People to Keep Physically Active” in November 2022. JH was grateful for his attendance and said it was important to have patients’ points of view. He said CoP held a mixed bag of meetings over the year, giving an idea of what services are out there e.g.: the Livewell Oxfordshire booklet shared by CT.

BHC Volunteers

Volunteers from the vaccination sites can contact the PPG if they have an appetite to help at BHC.

JH said he hoped to keep the willingness to help. PP asked whether a member of the PPG could approach volunteers helping at the next Booster Session, to ask if they would like to join the PPG. JH said he would email at the time.

Leaflets in the Practice

PW said the old version of the One Step at A Time leaflets have been removed from the waiting areas. They are being replaced by new, 2023, version, a few at a time, printed in BHC. The new version is on the PPG page of the website. Should larger numbers of print copies be needed, an order will be placed with a printer. Electronic versions have been sent to the other Bicester practices.

PP offered to print a few to place in Bicester Library and to check and replace if they are being taken. If large numbers are needed, she will ask the practice to print more.

JB said that the old Social Activities for the Over 60s leaflet (2019) contained 10-15 Activities, with multiple entries for Age UK. She has found that some independent activity providers are not answering, but other locations run several activities. She suggested as, in general, people up to 75 years are quite savvy with internet and social media etc., a leaflet with a limited amount of information be produced, but which pointed readers to further information online. Topics could be wider, with links to local volunteering opportunity websites, warm spaces and a link to the Living Well Oxfordshire leaflet.

JH asked whether it would still be a 3-fold leaflet. JB felt it should be. PP added that a caution to the reader to check before attending any session, and a “correct at the time of printing” notice should be inserted.

JB hoped to bring an outline of the updated leaflet to the March 15th meeting.

Adult Social Care Assessments

CT said Adult Social Care Assessments is the topic of the virtual meeting of Communities of Practice on Thursday 19 January '23. TA said the biggest issue is social worker assignments, with 6 weeks being quoted before a social worker could be assigned to do the assessments. CT felt the whole system needs a review.

TA asked whether BHC gets a copy of the assessment.

JH said if they are routine with no safeguarding concerns then GPs do not get these reports.

JH asked whether social service assessors were aware of the MDT, who are meeting daily. Social Care is critical for some (hospital) discharges, and they are a good way to communicate with GPs, district nurses, etc.

CT said they had not yet had an agenda, and that a wide range of people had been invited to attend. JH said BHC Care Coordinator, Elleisha Arthur had received an email invitation.

TA asked whether there was evidence that the MDT model made an improvement.

**A.O.B**

CT said there were many fewer hospital beds per 1000 people in the UK (2.5) than in Europe (5).

PP mentioned she had just had notice of the upcoming NAPP AGM on 28/1/23. JB said she would attend.

PP asked which members of BHC staff should be sent the Teams link and Agenda. (PW and TL)

JB asked how many people are currently on the Virtual PPG mailing list.

**Actions:**

JH to email PPG about volunteers at the booster session.

PP to place OSAAT leaflets in the library. (Update, 10 copies given to BL on 26/1/2023)

JB to attend NAPP meeting. (Update, virtual attendance on 28/1/2023 - 61 present on zoom and more on a streaming link -there were 16 pre-submitted categories of questions answered.  In AOB - many comments and questions on varieties of use of eConsult in practices)."

Next Meetings.

Wednesday, 15th March 2023, 3-5 p.m.

Wednesday 17th May 2023, 3-5 p.m.

Minutes prepared by

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