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

Wednesday 12 July, 3:00– 5:00 pm

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

Apologies: Jane Burrett (JB)

**Actions From Meeting of 18/01/2023**

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| **Actions:** |  |
| No Actions | May Meeting was cancelled |

**“How do I...” Leaflet Update**

At the start of the meeting we were not quorate, and we discussed the possible distribution of the leaflet when finalised. JH said that not all Bicester practices were using the same triage method as BHC, and therefore may not wish to use the leaflet as it stands. It was agreed that it could be sent to the other practices to use as they saw fit. The PCN logo on the front will be replaced with the BHC logo, and the website address to be added to front and below the “e-Consult” graphic.

The suggested title of the leaflet should be “How Do I Get an Appointment”. It is hoped that this will make the leaflet attractive to readers, without implying they will always see a GP.

Typos and phrasing in the draft will be improved. (PP)

The leaflet could be considered to contribute to the Local Capacity and Access Improvement goals.

**New Registrations**

It was asked whether patients registering with the practice were given information about BHC patient contact preferences. PW said that most were through the website, though some came in person, and this was usually for a medical review. PW added that there was a tablet in reception which walk-ins could use to register.

TA asked how many patients did not have mobile phone or email addresses. PW said this was only about 5% of the patient population. PP offered to create a draft Welcome leaflet which, when finalised, could be given to walk-ins and sent to digital new registrants.

**Practice/PCN Update**

JH said that the Graven Hill site was not going to happen but had not been signed off. Other Bicester practices were planning expansions within their surgeries. BHC expects to gradually expand into the Julier Centre – a staged development. Draft documentation to be sent to ICB estates for review. The PPG members present had no objections to the development of the existing site.

TD suggested exhibiting a plan in the waiting room once plans were confirmed. PW said it was a good idea, with the expected date being early in 2024. TD added that the Bicester courthouse was currently empty. JH said Oxford Health or one of the other practices might use the space.

**Volunteer slips**

JH said that they were handed out. PP said there had been no approaches from new members for the PPG.

**Funding Patient Access**

BHC has had Cloud based telephony for several years. It is not with an ICB funded supplier. BHC is reviewing whether to move to one of these suppliers, or whether their current supplier could become ICB funded. It does what other systems do except for the call booking facility. BHC wishes to minimise the impact on patients.

BHC does not want to widen online booking facilities – currently limited to blood tests – as these do not allow Triage as e-Consults or telephone contacts do.

**PPG Access to the BHC Website PPG Page**.

JH is going to investigate whether access permission can be given to this page only.

**A.O.B**

None

**Actions:**

PP to produce a draft updated Test Results poster.

PP to produce a Welcome leaflet in A5 format.

JH to see about PPG having access to their own web page on the BHC website.

**Next Meetings:**

Wednesday 20th September 2023, 3-5 p.m.

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

Minutes prepared by

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