

**F2F Meeting Minutes**

**Wednesday 11 July 2018 15.00 – 17.00**

**Approved by 3 August 2018 to be emailed to the BHC virtual PPG members**

**Present**

BHC Staff: Dr. Jonathan Holt **JH, NS**  
 F2F Group members present: **JB, EE\*, GH\*, MM, PP, ES, ET\*, EW**  
 The Minutes of the meeting held on 23 May 2018 were approved.

**ITEMS ARISING FROM THE PREVIOUS MINUTES**

**ACTION**

<p><b>National Carers' Week June 2018</b> - 18 forms were received. 4 had previously not been linked to the person cared for. JB had identified a young carer. JH Thanked volunteers for their efforts and time.</p>	
<p><b>Welcome boxes on the Patient Services</b> Web pages for appointments and renewing prescriptions now have suggested PPG wording and format. There will be a change in software after September 18. The Check-in computer may also change at this time. Suggestions made to have a notice near the check-in computer advising patients that if they do not see "Go to Waiting area ...." at the end of the check-in procedure that they may not have fully checked in.</p>	
<p><b>NAPP</b> (National Association of Patient Participation Groups) E- Bulletin for June had been sent to the practice but no response yet to the email requesting a password. The password will allow any PPG member in BHC to log in to the NAPP web members' pages.</p>	<p>JB</p>
<p><b>TAI CHI CLASSES</b>  <b>Day, time and instructor:</b> The instructor is prepared to come in September in the afternoon for an hour between 2.00-4.00 p.m. and to hold classes outside, though not in rain and high winds. During the 6 pilot sessions, all held inside, attendance was low when raining. To be discussed: payment to the instructor if classes have to be cancelled and notifying participants of cancellation of a class. PP is holding cash funds of £52.00 from the pilot sessions. JH mentioned that, in future, sessions might be open to participants who are not only BHC participants.                  For the benefit of a new member; JH summarised the plan for holding classes in the surgery: strength and balance for those at risk of falls. Evening classes were difficult because of cleaning. Green space is not much overlooked and opaque film would be put on windows and the new door.  <b>New Door Funding:</b> MM, PP and JB reported back on approaches they had made for funding to local organisations. JH reported that as a result of the practice reaching their Prescribing Targets that some funds had been received for added value projects at the surgery. Therefore it may be possible to fund, or part fund, the door.                  Approaches to the local organisations could now be for benches in the green space stating that some funding has been found. JB had approached 3 local firms, sending photos of the area for the door, and inviting them to contact PN if they wished to offer a quote. The quote with PN is from a company in Oxford.</p>	<p>PP &amp; JB to contact organisations 2<sup>nd</sup> time.</p>
<p><b>LEAFLETS</b>                  NS said that the Display holders had arrived but A4 was sent instead of A5 and returned. PPG leaflets would be on the tables. JH will draft a Carers' Leaflet. He is waiting for a leaflet template. Parking leaflet now approved.                  ES commented that the displays in the practice are useful but the majority of the patients do not visit the practice. The current reference to the PPG is very limited. It was agreed to consider mechanics of updating the web page and what could be added.  <b>Minutes of F2F Meetings:</b> JB referred to the delay between a meeting, approval of minutes two months later and circulation to virtual PPG members. It was decided to email the <b>approved minutes</b>. The names of the F2F members to be initials for privacy reasons, except for the Chairman email link (see footer here). NS suggested F2F members</p>	<p>JH. Template sent by PP                   NS, PP</p>

Circulation to BHC practice staff present, Paul Netherton, Practice Manager, F2F group members, Chair of NELF & to all PPG virtual members online, once approved (+hard copy to those marked \*, delivered by JB).

**F2F Meeting Minutes**

**Wednesday 11 July 2018 15.00 – 17.00**

**Approved by 3 August 2018 to be emailed to the BHC virtual PPG members**

be given some days to check the unapproved minutes. If there is sufficient space on the practice website; topics in most recent meeting would be submitted to NS by JB and/or PP.

**SOCIAL PRESCRIBING:**

PP received information from Pat Wood, Banbury CAB. The project is waiting for confirmation of funding from DOH which would be for 4 years. It would operate via local authority steering group, GPs & CAB. Voluntary sector willing to take part would bid for money. GPs would refer patients, initially the 'inactive or socially isolated'. 'Navigators' (vetted and trained) would engage with clients and direct them to services.

For readers who ask: What is Social Prescribing? see link here for more!!

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2688060/>

**AGENDA**

**ACTION**

1	<p><b>Review of the last 12 months activities in the F2F Group</b>                  MM said a lot had been achieved and JH thanked members for their time and effort. Ideas for the next 12 months included the idea of putting a simple question to patients asking for suggestions for the practice. No personal information would be requested – it was pointed out that a 'survey' would be controversial if personal information was requested. There is the Family and Friends form already for people to comment. The PPG leaflet would be redesigned to add some of the activities to date.                  Update of 'One Step at a Time' activities leaflet will take place in September in preparation for edition 2.</p>	<p>PP has done this 23/7  ET, JB</p>
2	<p><b>Members of the PPG:</b> following a review by the Practice Manager 140 members were now 97 as a result of natural wastage.  <b>Members of the F2F Group:</b> following computer privacy review 18 members were expected to be 9 or 10 after 15 July deadline for replies.</p>	<p>Website has 'recruitment' info  10 confirmed</p>
3	<p><b>An individual patient's opt-out choices:</b> This topic concerns the latest national data opt-out choices which a patient may exercise on the use of his/her individual data by health and care organisations. Members found this a complex subject. JH asked ES to meet him to help to consolidate information on this subject.</p>	<p>JH, ES</p>
4	<p><b>Questions to the practice:</b>  <b>How is the practice doing with health checks?</b> Health checks for the over 40s: BP, weight, height, urine/blood to assess base line health risks. JH said letters are beginning to go out.  <b>Are there other preventative services the PPG could help promote?</b> NS had asked the practice nurses to discuss at their next meeting. (There is a vacancy for a practice nurse.)   <b>How do practice times for appointments compare with others in the OCCG and perhaps more broadly?</b> For routine appointments it is 2 weeks or less. Following a meeting with other Bicester practices JH considers BHC is on a par with the others.</p>	

**ANY OTHER BUSINESS**

**Patients getting on-line to use appointment booking and prescription renewal:**

Circulation to BHC practice staff present, Paul Netherton, Practice Manager, F2F group members, Chair of NELF & to all PPG virtual members online, once approved (+hard copy to those marked \*, delivered by JB).

**F2F Meeting Minutes**

**Wednesday 11 July 2018 15.00 – 17.00**

**Approved by 3 August 2018 to be emailed to the BHC virtual PPG members**

JB reported that since January 4 patients contacted the F2F Group email to ask for help in registering. The patients had failed to register for the services despite having the relevant details from the practice. The problems cannot be solved via emails between a patient and a F2F volunteer.

**Request to repaint the lines in the patients' car parking spaces:** the lines, which are really worn, are really important because of the problems with parking. JH will investigate. Coker Close is a private road.

**Patients Obtaining Test Results:** JH is concerned that patients do not always ask for their test results. The results may not come back for some reason. Also, there may have been a test made in hospital (in-patient or out-patient) on the decision of a clinician there. The practice may be unaware of this. The problem of changes in medication following a hospital stay was raised. JH will consider a leaflet for patients to highlight the shared responsibility for obtaining **test results** between the practice, hospitals and patients.

**DATES OF THE NEXT TWO MEETINGS: Wednesday 12 September  
and Wednesday 14 November 2018. Time: 3-5 p.m. in BHC**

The meeting closed at 5.00 pm.