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

Wednesday 11th December 2024, 3:00–5:00 pm

Attending: BHC: Dr Tim Powell (TP), Peter Wilson (PW),

PPG: Teresa Allen (TA) Chair, Jane Burrett (JB), Tomy Duby (TD), Julie Evans (JE) Hayley Holmes (HH), Patsy Parsons (PP), Janet Wardell (JW)

Apologies: Christine Tulloch, Dr Jonathan Holt

**Actions From Meeting of 09/10/2024**

HH to produce Draft Facebook document. Approved

PPG FB group is now live. Done

TA has created test slides for the Waiting Room Screen program. Done

PP to create U3A slides. TD has provided shared cloud space.

JH to organize review of PPG Screening leaflet.

PP has offered to research as no resource currently available at BHC. Still Action

**New Topics**

TA welcomed Dr Powell to the meeting.

JB expressed sadness at the passing of Dr Alistair Tulloch, who had been a GP at Bicester Health Centre (BHC) from 1963-87.

**BHC/Primary Care Network (PCN) Update**

PW reported that the programme of winter vaccinations (Flu, Covid, RSV) would continue until 20/12/24. Therefore, the project to recruit and train Patient Champions (PCs) would not be starting before January. PW pointed out that in other locations, considerable funds had been spent before initiating the programme. BHC hopes to have PCs in place by April. There is no clinician time to devote to the project, rather it is hoped that PCs’ actions can reduce demand for clinical time.

Integrated Neighbourhood Team (INT)

JB asked whether there was any data from the work of Lily O’Connor, (Head of Urgent Care in Oxfordshire) on the effect of the INT on hospital admissions. PW said there wasn’t at this time, and he would carry it over to the next meeting. TP reported that extra funding had been given for INT and a prescribing nurse had been recruited to the INT. They are BHC centred. It was reported that other PCNs are replicating the INT model.

Expansion Project

TA asked whether there were times and dates for the surgery expansion. PW said the project was named ‘Speed Ahead’ and building works would start 27/1/25. There is a new project manager appointed for the site. JB asked if some buildings would be out of use and whether all activity would be in the Julier Centre. TP said it would be a combination of both buildings. Pipework would need to be done throughout, and a new corridor/door would be added. Two storerooms would become one room, some space in the Julier Centre would be used by BHC.

TA asked about communicating the timeline. PW said when it became firm they would share, but there is some sensitivity about the people moving from the Julier Centre. The BHC reception area would not change. TP reassured that disruption would be kept to a minimum, and that drawings would be released. JB asked if they could be displayed in the reception area or on Facebook. TA added that it would be important to allay people’s fears about access to the surgery throughout the project. JB asked about how long it would take. PW is expecting to hear the timetable for the completion of all works together with the project timelines associated with the schedule of works imminently.

Leaflets

TA asked about progress on the NHS Screening leaflet (2018) review. PP said that following JH’s report that no resource was available from BHC to review information in the current leaflet, she would start to investigate by contacting services listed to check if they were still current and whether they knew of any new screening available.

**BHC PPG Facebook**

HH will circulate a document reporting the status of the BHC PPG FB group. The FB page went live on 24/11/24 and there are 84 members. A call to other local groups is sent out weekly, with follow up emails to new members giving the group rules. The page lists guides for mental health, nutrition, female support, first aid and others. The highest age band of users is 55-64. Group members reported that the most valued aspect of BHC is the quality and ease of making appointments. HH is posting everyday around 6p.m.

When users express issues, there are an army of others offering help.

In response to a request for questions to pose the team at this meeting, members of the group asked:

* What happened to the 6 monthly GP check before renewing a prescription? This was a very useful mechanism for catching previously unknown conditions.
* Why are there so many GPs on part time hours? Patients are requested to see their own GP but may not know when they are available.
* Why is there not more than one person answering the phone? It is very frustrating to be told “you are number 4 in the queue” for a very long time with no apparent progress.

PW said he would pick up these points and email a response from the practice. He pointed out that most GP are on a 40-hour week. TP added that continuity of care was very important, but patients should call on the day if they are ill and they will be seen by whomever is available. PW pointed out that there is a callback system in place whereby patients can request to be called as soon as a care coordinator is available. He mentioned that during the meeting there were 7 people answering calls.

The FB group has users in the 16-21 age bracket up to the 90s. We will see how people use Facebook. TA felt that young people like personal engagement, and are comfortable with screens and mentioned their being comfortable with Tik Tok, whereas staff are not so keen and want images. HH said 6 months would be necessary to assess the PPG Facebook page. 1 person was refused membership, and some people did not answer all the questions. HH is on TikTok herself but in a different guise. TP said the practice is very impressed with the Facebook page. TP made a formal thank you to HH from the practice.

**Patient Champions**

JB asked if the practice wanted volunteers from the PPG whilst they were getting the project going. PW thanked the PPG for the offer and said there would be more opportunity post April.

**OXCC Local Area Coordinator for East Bicester**

JB -Tamsin Ireland OxLAC started her role in July ’24 with 11 families. She has helped them decide how to deal with grief, mental health issues etc. She has met with the BHC social prescriber and is happy to link up efforts.

PW said the role was news to him, he would like to know her working hours, contact details and qualifications. TP asked about funding and if it was a trial. JB thought it was the first of 4 LACs, and that East Bicester may have been chosen because of its demographic. PW pointed out that many of our patients come from West Bicester. He thought it was strange that there had been no approach to BHC before the role started, and that there seemed to be a good deal of overlap with the work of the Social Prescriber and the Mind worker. JB to contact OxLAC and pass on PW details for them to meet.

**Waiting Room Screens**

TA has made test screens using stock images. PW asked to share them with him on a USB stick, and set a time for the group TA, TD, PP to meet with him. He needs the files in MP4 format. PP asked if we could place them in the cloud for all the team to see. PW said the firewall prevented him, in most cases, importing from the cloud. TA asked whether we could use logos on the screens - are there permission issues - as there were many on the Bereavement leaflet. PP said it would be good to do so as pattern recognition would help people to follow up information if they saw the same logo on a website. HH commented that she had made a logo for the PPG Facebook page.

**A.O.B.**

JW *had noted the reports on the Practice FB page about staff shortages and IT issues and asked whether patients should be concerned.* PW said they were obliged to let people know. When the issue was IT related, this was generally fixed within 24 hours.

TD asked about using **Dropbox.** TP replied that although he uses it himself, the NHS will not allow the practice to use Dropbox.

**Next Meetings :*please note change of February Date.***

Wednesday ***19th*** February 2025 from 3.00-5.00 pm. *This meeting is available both online and face-to-face this time. Within the practice the meeting will take place in the upstairs coffee room, with a live feed to Teams. The link will be sent to all participants.*

Wednesday 9th April 2025 from 3.00-5.00 pm *This meeting is available both online and face-to-face this time. Within the practice the meeting will take place in the upstairs coffee room, with a live feed to Teams. The link will be sent to all participants.*

**Actions:**

HH to circulate document reporting status of the BHC PPG FB group. Done

TA, TD, PP to liaise with PW to review Waiting Room Screen program.

PP to research NHS Screening leaflet

JB to contact OxLAC and pass on PW details. Done

The meeting closed at 4.20 pm

Minutes prepared by JB and PP.

*Approved with changes 15/01/2025*

Contact: bhc.ppg.f2f@gmail.com