**Bicester Health Centre Patient Participation Group**

**Online Meeting Minutes: for approval**

Wednesday 9th April 2025, 3:00–5:00 pm

**Attending:** BHC: Dr J Holt (JH) Chair, Peter Wilson (PW),

PPG: Jane Burrett (JB), Tomy Duby (TD), Julie Evans (JE) Hayley Holmes (HH), Monica Mehers (MM), Patsy Parsons (PP), Christine Tulloch (CT), Janet Wardell (JW)

**Apologies:** Teresa Allen

**Minutes of the Meeting of 19th February 2025**

The Minutes were approved with one amendment.

**Matters arising:**

Staff shortages: it was felt that, when there are staff shortages, these should only be communicated to those who contact the surgery rather than on social media, so as not to cause alarm.

Screening leaflet: this was now ready for printing.

Tasmin Ireland OxLAC: meeting still to be arranged.

1. **BHC/PRIMARY CARE NETWORK (PCN) UPDATE**

**Covid Boosters**

It was noted the response has been good so far.

**New GP contract**

JH reported on the new GP contract 2025, which includes ring-fenced funding for additional roles, and newly qualified GPs. Practice Nurses are now eligible under the new contract, which has been simplified this year. Also stipulated is that electronic access should be open during normal working hours, which BHC already does, unlike some other practices.

There are also possible changes to the commissioning of IT systems – the ICB is reviewing E-Consult with a view to a potentially improved system later this year. The PCN model is continuing, although a revised contract is expected next year.

**Patient Champions**

JH reported that the Digital Café launch event held on 27th March was successful with a number of enthusiastic attendees. One person had been willing to lead on this, and a second meeting is to be held on 24th April, to which invitations have been sent. DBS checks, confidentiality agreements, and fire safety checks had been discussed, and it was agreed that a contact receptionist would be available on site at each practice when the Digital Cafes take place. In addition to help with the NHS App, assistance could also be provided for other IT issues such as downloading documents and completing an E-Consult. JB asked whether a paper copy of the form would be possible, but it was noted that this would be complicated, and a demonstration is more effective as you can get to the end of the request and not submit. A WhatsApp group will be set up for communication purposes. The PCN has the authority to dismiss members of the group if necessary. PP asked whether an appointment system is envisaged – it was felt that this could be decided further along the line once the Cafes are operational. MM suggested Faringdon Health Centre be contacted for advice as they have been running a Digital Café for a year. It was noted that CD (Clare Davis) is leading from BHC, and will be asked to contact them. Roll out is expected in May following visits to the other practices, and completion of paperwork.

**Building Work**

PW reported that the first communication regarding the building project had been made on the BHC PPG Facebook page, then posted on Bicester Chat on 8th April (with commenting turned off), and on BHC Facebook today. The messaging gave the reasons for the work, reassurance that it would not affect patients attending the practice, and to celebrate the many improvements to the building.

1. **PPG FACEBOOK GROUP**

HH reported that there are now 175 members; as it is a self-selecting group, it is fairly quiet. There had been a large number of ‘likes’ on the post regarding the building project. HH said it would be good to receive ‘hot off the press’ updates from the practice – PW agreed this could be done every 2 or 3 months. JB commented that a patient who had recently moved from another practice was delighted with the service at BHC.

HH said that she had received a question after the deadline for this meeting regarding whether the practice had a female GP dedicated for gynaecological/menopausal issues. PW will discuss a response with the practice. It was noted that it has always been the case that female patients are able to request a female GP for certain issues.

1. **SLIDES FOR WAITING ROOM SCREENS**

It was noted that there has been some email discussion around font sizes, etc. since the last meeting, and it was felt that there needed to be some compromise as to what is legible and feasible. PP said that the large screen is in the corridor, while a smaller screen is in the large waiting room, and asked that they be swapped. PW agreed to investigate, and commented that notices cannot always be read from a distance, and patients need to walk up to read them, so similarly this would happen with the screens. The seating in the waiting room could be rejigged. PW said that the remote control for the screens has been moved to Reception. MM suggested that the headings should be legible from a distance, and PP said that headings should remain on at least 2 or 3 consecutive slides where they cover the same subject.

JH asked what the process and resource was for updating the slides – PW said that he normally updates the USB sticks, which takes c.15 minutes. He said that it would be helpful if someone was able to go into the practice to do this with him rather than send them via email or Dropbox.

The group was thanked for their work on this.

1. **LEAFLETS**

The ‘One Step at a Time’ leaflet, edition 6.1, has now been sent to PW for printing. JB asked whether it could be advertised on the screens and on the PPG Facebook page.

JB asked whether the ‘Bicester Social Activities for the over 60s’ should be updated. It was agreed that this should be done for the meeting in September.

1. **NEW TOPICS**

**Blood test appointments**

JH said that the intention was that patients do not book blood tests without authorisation or discussion with their GP. MM noted that in some cases it comes up on the prescription. JH said that the authorisation could be verbal, e.g. where a blood test is needed annually.

It was agreed that the wording on the website and the NHS App be amended along the lines of ‘blood tests can only be booked if instructed by the Practice’. HH was asked to include this information on the PPG Facebook page.

Regarding other appointments via the NHS App, PP said that, when booking the Covid jab, it says ‘Spring Booster’ which could be confusing as it does not state that it is just for Covid. JH confirmed it is for Covid.

**NHS App and communications with patients**

PW said that the usual default is to send communications both via the App and email, although these are not always linked. He also explained that the reason for sending communications via email instead of text now was due to the cost of sending text messages. If messages are not read on the NHS App, a text message is sent after a period of time. It was noted that patients can set up the App to alert them of messages – how to do this will be included in the Digital Café sessions.

**Healthy Bicester Stakeholder Workshop 19th March 2015**

PP reported that she had attended, but had been late, so she will summarise the notes and presentation for the next PPG meeting.

1. **AOB**

**E-Consult feedback**

TD asked whether a feedback request could be sent to patients after each contact with a clinician, as he had received a request after his second, follow-up, contact and would have liked to have given positive feedback immediately after his first contact.

The meeting closed at 4.05 pm

**Next Meetings:**

Wednesday 4th June 2025 (**online &F2F**) from 3.00-5.00 pm.

Wednesday 10th September 2025 (**tbc**) from 3.00-5.00 pm.

**Actions:**

PW to investigate whether the large screen in the corridor could be swapped with the small screen currently in the waiting area.

JB to update the ‘Bicester Social Activities for the over 60s’ for the meeting in September.

PW to amend the blood test wording on the website and the NHS App.

HH to include this information on the PPG Facebook page.

PW to check whether E-Consult feedback requests can be sent to patients after each clinician contact.