

Minutes – Patient Group
Wednesday 27th November 2013
7pm, Watlington.

Attendees: Ann Reed, Dave Lee, Evelyn Chakera, Jacky Wagstaff, Jenny Tindale, Lynn Baker, Marian Davis, Josephine Carrington.

1. Flu clinics update:
Flu clinics were held in Chalgrove Tuesday 15th October and Watlington Wednesday 23rd October.
We vaccinated 1392 patients over the two days and a further 200 subsequently.
We are now in the process of re inviting patients that are <65 and in an at risk group, although initial reports suggest uptake is poor.
The flu vaccination for 2 & 3 year olds has also been underway, we currently stand at 54% following a re-invitation programme – this is in the top 10% of practices on the Thames Valley region.
2. OCCG facing deficit:
Oxford Times reported that the Oxfordshire Clinical Commissioning Group (OCCG) is facing an £11m deficit. Stephen Richards (clinical director OCCG) has since been on the local news with the message that if savings are not made the OCCG could face up to £200m budget shortfall over the next 6 years.
3. Shopping list of services:
Shirley produced a report following her trips around Chalgrove and Watlington, this included a morning when a friend of Shirley's and KH joined her in Watlington town centre where we spoke with lots of patients of all ages. Local feedback on the surgery was in general very positive. Findings plus a list of suggested services were forwarded to the locality PPG group for discussion.
4. Locality PPG meeting feedback:
Neil & Shirley attended the PPG locality meeting last week.
Neil kindly produced a report of discussions. More detailed information can be obtained from KH.
5. Patient survey:
The practice patient survey is due. KH produced a template of a new style questionnaire. The questions are virtually the same and it is GP specific as before. However, GPs need to use this new format as part of their appraisal and revalidation process.
We will also look at having another questionnaire which will include other questions i.e. waiting rooms/ cleanliness etc.

6. E-cigarette policy:

A patient has asked if E cigarettes can be used in waiting rooms. The view of the partners is that although e-cigarettes are not banned, they should be refrained from being used in the building – patient group agreed.

KH to display a poster advising patients of this.

7. Magazines in waiting rooms:

Whilst the practice appreciates patients bringing in previously read magazines for other patients to read, it is becoming an issue with piles of magazines (some several years old) being left in the waiting room. Receptionists are constantly having to tidy up and throw away old publications. We have no recycling facilities.

8. IT – WIFI in waiting rooms

A new fibre optic IT system linking all GP surgeries to Oxford hospitals is in its final stage. We are due to go live in two weeks. This will allow the practice, in future to offer secured WIFI in the surgeries.

Patient group supported this initiative.

AOB:

Physiotherapy referral process was confirmed by KH – once referred by GP patients have to call the 'Musculoskeletal Hub' where they will be assessed and triaged to the correct department.

Lynn updated the group on the work that her daughter and the head teacher of Chalgrove primary school are planning regarding children expressing their experiences of visits to the surgery using various forms of communication – the group supported this initiative and KH will be in contact with Lynn's daughter to move the project forward.

Date of next meeting: Wednesday 19th February 2014. 7pm in Chalgrove