

Steering Group - Patient Participation Group - Watlington and Chalgrove GP Practice
Minutes for Meeting held July 30, 2019

Present; Carole Montague
Dave Lee
Neil Topping
Lynn Baker

Apologies; Doreen Hobbs

Next Meetings; September 25, 2019, 2.00 pm @ Chalgrove - (Full group)
Chair LB - EC minutes.
September 3, 2019, 10.00 am @ Chalgrove. (Steering Group)
Chair; DWL – minutes: LB

Business

1. Steering and Full Group Minutes

- DWL has made contact with Andy Long. There appears to be some confusion about what is required. Andy will essentially repeat the presentation given by Ian Jones. There was some suggestion that what was actually required was a First Aid session. LB and NT advise that basic sessions are 3 hours long and cost £30 each.
- No visit to Watlington drop in centre has been made. We need to clarify with DH.
- LB suggested inviting Sam Gillion (Chalgrove Primary School Head) to a future meeting.
- Notice boards update still outstanding.
- Social prescribing (SP); George Bruce is dealing directly with the relevant people in SP.
- Carer's Champion still vacant.

2. Practice Update by CM

- New phones still not installed. BT advised at 11th hour that they had insufficient capacity to complete both Surgeries. Watlington could have been upgraded but CM felt that both surgeries should come on stream at the same time.
- Triage system trial ongoing.
- Practice came joint second in NHS Patient Survey. All congratulated the staff.
- Network system has been effective since April officially although notification was not wholly communicated until July by NHS England. This means Watlington and Chalgrove will partner Wheatley and Thame Practices. Objective is to pool resources and provide services that single Practices may not be able to support. Early days yet, detail still being sorted.

3. Social Prescribing

- Figures show that over an 11-week period there were 107 referrals in the South East Oxfordshire Locality. The majority of these were in the over 50 age group.
- Initially, not all Practices took up the service but now all have. Figures for referrals in each Practice range from 1 to 19.
- Areas covered include mental health, dementia, lack of physical mobility.
- Focus seems to be on elderly, isolated individuals who can't get out.

4. Primary School Contacts

- Yvonne Jackson is the new head at Watlington Primary School. NT will contact.
- LB will get an update from Sam Gillian.

5. SELF

- DWL and NT attended the Healthwatch Forum in July. The next one is in October.
- Benson PPG continue to be very active. They recently had a presentation from a pharmacist and joined up with other organisations to promote better use of green spaces.
- There was a Get Active event in June in which 16 local groups attended and participated.
- The issue with outsourcing PET scans at the Churchill Hospital is ongoing.

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6. Communications

- Website hits continue to show an increased use of the Practice website.
- New displays have been installed by NHS England in both waiting rooms. The new system can be controlled from any PC which is an advantage but the OCCG puts their own choice of subjects directly onto the displays, changing them every month. DWL is monitoring the rest of the contact and will endeavour to reintroduce some personalisation to the displays.
- CM not happy with the choice of sounds available when patients are called to their appointment.

7. Carer's Champion

- The likelihood is that it will be difficult to find anyone to take over the role that Tony Williamson was undertaking.
- It may be prudent to try and put more information on the website in the interim.

8. AOB

- Carole presented NT with a collecting tin that was unearthed at Watlington Surgery. Must have been from fundraising that took place a few years ago. NT later advised that the total was £34.52 which has now been paid into PPG bank account which leaves us with a balance in our account of just over £52.
- DWL will issue an email to all PPG members on the list to see if they want to remain being listed as members.
- Any attempt to organise a future public meeting will require input from all PPG members, not just the Steering Group.

Action Points	
Who	Action
Neil	<ul style="list-style-type: none"> • Contact Yvonne Jackson
Dave	<ul style="list-style-type: none"> • Work on waiting room displays • Look at improving waiting room notice boards • Write out to all members about continuing PPG membership
Lynn	<ul style="list-style-type: none"> • Review Health House board • Get update from Sam Gillian
All	<ul style="list-style-type: none"> • Try and establish more information about facilities at Watlington regarding drop in centre etc.