

**Full Group – Patient Participation Group - Watlington and Chalgrove GP Practice
Minutes for Meeting held March 13, 2019**

Present; Carole Montague
Dave Lee (Chair)
Lynn Baker
Neil Topping
Marian Davis
Josephine Carrington
Doreen Hobbs
Jacky Wagstaff
Ann Reed
John White
Evelyn Chakera
George Bruce

Apologies; Ian Jones

Next Meeting; Tuesday 18 June 2019 7:00 pm Watlington
(TBC) Chair (EC) Minutes

Introduction; DL welcomed George Bruce (Chairman Watlington Allotments Association) as a visitor to the meeting
DL paid tribute to Tony Williamson who sadly passed away last month. Condolences go to his family. He made a tremendous contribution to the community and will be missed

Business;

1. Minutes

- The Minutes of the Full Group meeting held on 27 November 2018 were approved, as were the Minutes of the Steering Group meeting held on 26 February 2019

2. Matters Arising

- There were no matters arising

3. Talk on Social Prescribing

- As the speakers were due to arrive at 3:00 this took place after all the business had been completed. The Group was joined at 3:00 by Gill Walker, Gerry Davidson and Bill O'Donnell from Age Concern Chalgrove. DL thanked the speakers for a most informative talk

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4. Practice Update by CM

- The Practice has appointed a new GP, Dr Victoria Ashall, who will start next month. She will work every day but mainly in Watlington. Recruitment for another Partner is still ongoing
- We have a new Practice Nurse, Suzanne Ponsonby who will cover both surgeries
- The new telephone system should be installed by May. There will be lines to specific people and patients will be able to leave messages
- Flu Days will be run on a drop-in basis and not with specific groups on specified days as last year. The Practice placed an order for the vaccine in January and this should be supplied during the last week of September. The Flu Days will be held during the last 2 weeks of October; dates to be confirmed nearer the time
- DNAs are still high: about 100 every month. There was some discussion on how to deal with this but there is no obvious solution

5. SELF Update by NT

- NT has ordered a copy of a photo album of last year's 'Matters of Life and Death' event held in partnership with the Benson Patient Panel; this will be available in the waiting rooms for patients to browse through. There was some discussion on the possibility of our PPG organising a similar event in either Watlington or Chalgrove in the hope that more of our Practice's patients would attend because it was local; it was a very informative event and a topic worth covering again. If we do move forward with this it would probably comprise just a series of talks and not the stalls as it was the talks that generated most interest and this would be easier to organise too
- PET scans are to be outsourced to a private firm. There has been some confusion as to whether there had been any consultation regarding the provision of this service and whether this had been put out to tender but it appears that there was and it had. It may be the case that patients have to go into central Oxford for a scan
- CM informed the Group that there is a push to cut down on the use of paper i.e. fax machines will no longer be used, the use of paper letters reduced, text messages used for reminders etc. It was stressed that if a patient has had a test of any sort at a hospital they should follow-up if they don't get the results and not assume that 'no news is good news'
- CM also informed the Group that there has been a drive from the NHS to get GP Practices to share resources; individual Practices would become a hub for a specific condition e.g. diabetes. This works in cities but is not so easy with rural Practices such as our group of Practices. This is very much in the initial stages

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6. Communications

- DL is maintaining the website and screens in the waiting rooms. Please inform him if there are any problems relating to these. George commented that he felt the typeface was difficult to read, especially from the back of the waiting room and that some of the screens scrolled through too quickly. George has some relevant experience and he and DL will look at this together
- The Practice Newsletter was being sent out at no cost up to 2000 copies. We are now sending out more than this and the Practice had the option to pay a monthly charge of £30 or buy credits. The Practice has opted to buy 5000 credits at a cost of £130 which is sufficient with the current distribution numbers
- Mandie, one of the Receptionists, and EC are co-ordinating the topics covered on the 'A' frames in the waiting rooms and in the local publications each month. CM will arrange for the latest Newsletter etc to be put up on the PPG notice boards in the waiting rooms
- JC's daughter has very kindly written an article for our "Living with...." series

7. Carers' Champion

- We will need a volunteer to take on TW's role as Carers' Champion. It does not have to be a member of the PPG. DH pointed out that there is a drop-in centre in Watlington where people can go for advice on many issues; it is open from 9:15 to 12:30, Monday to Friday. The Steering Group will meet with DH to get more information about this so we can publicise this useful service

8. PPG Forum Event

- NT and CM went to a PPG forum put on by Healthwatch in January. They reported that it seems that our PPG is operating on a par with other Patient Groups and all are having difficulty recruiting younger members

9. Invitations to new Primary School Heads in both villages

- NT / LB have contacted the new Head of Chalgrove Primary School with the aim of promoting community links. She will attend the next Steering Group meeting. The Health House in the waiting room needs refreshing
There was a tragic incident recently involving one of the TAs at Watlington Primary School so they have delayed contacting the new Head there until things settle down

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10.AOB

- ?? brought up the promotion of educating people on the use of defibrillators. DH informed the Group that Andy Long (First Responder) runs a one-hour course on this. The Steering Group will follow this up
- NT reported that he attended a well man’s talk and suggested that the speaker might be invited to speak to us at our next meeting
NT also attended a meeting where the guest speaker was Dr Capo-Bianco,(OCCG Clinical Lead) who covered the sustainability of the current delivery of Primary Care
- JW queried the review date on prescriptions and whether the GPs were aware that this was why an appointment had been booked. CM will follow this up
- AR queried whether prescriptions could be handed in at the pharmacy if a patient did not have access to online requests or was unable to go down to the surgery. CM confirmed that this is an option, as is the sending of an email or any written request

Action Points	
Who	Action
Steering Group	<ul style="list-style-type: none"> • Meet with DH to discuss the drop-in centre • Meet with the 2 new Heads • Contact Andy Long regarding defibrillator course
DL	<ul style="list-style-type: none"> • Meet with George to look at the display screens
NT	<ul style="list-style-type: none"> • Approach speaker from well man’s talk
CM	<ul style="list-style-type: none"> • Follow up on review dates