1. **Welcome by Peter Hulcup (Chair)**

Those Present:

* Peter Hulcup (Chair)
* Graham Norris
* Caroline Morrell
* Shelia Spencer
* Dr Andrew Wilson
* Alan Pope
* Heather White
* David Evans (Practice Manager)

Apologises:

* Eric Spencer
* Janie Hampton
* Chris Hawkins
* Peter Micklem

1. **Latest News/ Surgery update from the Practice Manager**

David (Practice Manager) gave a high level Overview Presentation of GP Practices and positioning of the local Surgery’s within the NHS Family, identifying the Structure within NHS England, and the parallel services, that are associated which require funding and resource. This was a well received by the group and gave the PPG an insight into the depth and breath of medical care within the NHS. A full copy of the Presentation is attached to the minutes.

The Existing Toilets are being replaced, with 2-multi Sex toilet Facilities and a baby change, as the current Female/Male is inappropriate and out dated for current use and Regulations. This will also free up extra Space for much needed Clinical Procedures. (Update This work is nearly complete, awaiting minor Modifications and sign off from NHS Buildings Maintenance Facilities

Paula the Senior Practice Nurse is completing a 6 Month Intensive Course to become a Medicine Prescriber in support of Minor illness.

Lean (Minor illness Nurse) is also looking to take on extra Responsibilities covering chest/Breathing issues

* 1. The contracts for the PCN (Primary Care Networks) have now been signed the new process will mean we will be grouped with 3 other practices, Holloway, Donnington and the Leys medical centres. Each Primary care network will cover between 30-50,00 patients; our Clinical Lead is Doctor Kathryn Brown. During the first year there will be little difference for patients as this will be the bedding down time. Once the networks are fully up and running additional types of health professionals will be made available. From 2020 this will include Physiotherapists and Physician associates (a new clinical role) and from 2021 Community Paramedics.

Practice team Further update next meeting.

Action Plan Notes for Accountability and Feedback

**3.0** The action plan has now been added to the TOR and placed on the Notice Board within the Surgery.

**4.0**  The Raised Seating Chairs have now been identified with a Poster next to them – Item Now Closed.

**5.0** TV Screen/ Electronic Notice Boards

The TV/Media Screens are now in place one is positioned in the main waiting room and one in the waiting area when seeing the nurse staff. Currently only corporate NHS info is on a the Video loop, can local surgery information like dates for next years flu vaccinations, local health groups, and PPG meeting dates be added?

David/Practice Team update next meeting

Georgette Eaton has now left the Practice, discussions are on going on a replacement but at the time of the meeting, there was little suitability the candidate’s interviewed so the current thinking was not to further explore this route. But use 2nd year doctors, on a 4 month turnaround. They require support from the current clinical staff but there will be a small net gain with increased appointments.

There are currently 2 vacancies for the reception team as one as retired and the other as moved out of Oxfordshire, but is temporary continuing working remotely for the practice.

Appointment Mechanism’s

**6.0** Members of the Group required about a walking service, this was discussed but the Practice said its not possible to match a walking service with the current appointment system, and it is felt the current Booking system is better for patients as they don’t have to queue in the Surgery waiting for an appointment.

There was some concern from the group that even with the current booking system Patients still in some instances have long waiting times from arrival.

It was fully accepted by the group that due to the complexity of some Clinical issues that Patients have, the doctors can invariable over run. To help this Doctor Wilson suggested there might be a Role in the Receptionist’s updating Patients when there is a significant delay. Also there is some Concern that the Software on the” Electronic Booking in System”, Patients use when entering the building sometimes shows the Doctor is running on time when clearly in some instances they are

**6.1** It was enquired if extended opening hours would be helpful alongside other Practices, further discussion around this item didn’t show any appetite for this as currently the OX FED facility can cover extra Routine Appointments.

It was also pointed out after 6.30 there are Routine Telephone Appointments bookable through Reception – Item Closed

**7.0** Feedback Process for Patients to discuss there experiences (Positive and Negative) to the Practice good and bad, this was briefly discussed but no firm resolution was decided David said 90% of the Friends and family is positive – Georgette was going to facilitate is David going to pick this up?

**8.0** Water Cooler Waiting Area

Signs have been placed in the Surgery and on the Entrance door to identify there is a Water Cooler for Patients Use – item Closed.

**9.0** PPG Minutes added to Medical Centre Web Page in line with other

Practices

Minutes now added to Web Page – item Closed

9.1 Web Site Improvements

Discussion around a commom web site across Practices – E Consult new on line bolt on process to enhance the current information and make communication and information more informative for patients – Timing TBA

David/Practice update next meeting

10.0 AOB

David commented on a meeting with Oxfordshire Health and Luther House Medical Group – A meeting was held with the Cowley Team regarding the Transfer of Homeless people to the new Facility in Rhymers Lane. – Discussions are on going, but the Practice sees this as an extra revenue stream.

There was also an update on the Apartments on the old Swan Medical Centre. Apparently the first thoughts were for Brookes Students but this may not necessary be the case.

Info – New Patients are Automatically signed up to Patient access to cover Repeat Prescriptions, appointment bookings, and test result

11.00 AOB

David to discus with Dr Ruth Wilson regarding a presentation to the group on Palliative and end of life care.

David - Update Next meeting.

Meeting closed at 6pm – A big Thank you for those who attended.

Next scheduled now Scheduled for 27th August 6.30pm

6.30 – 8pm (max)