



## White Horse Medical Practice

### Patient Participation Group

# MINUTES

**Date: 4 December 2018**

**Place: Meeting Room, WHMP**

**Attending:**

(Chair) Graham Hall  
 Dr Rob Russ  
 Caroline Beaney  
 George Bonner  
 David Burn (Minutes)

Douglas Dalrymple  
 David Grant  
 Marcus Lapthorn  
 Emily Norton  
 Gene Webb

**Apologies:** Paul Eddy

	Item	Action
<b>1</b>	<p><b>Minutes</b></p> <p>The Minutes of the meeting on 4 September 2018 were approved and signed for filing.</p>	
<b>2</b>	<p><b>Matters arising from previous meeting</b></p> <ol style="list-style-type: none"> <li>1. NAPP login. Caroline said she would circulate the new login format for the NAPP website. The PPG will need their own email address for this and Rob said that a generic whmp.co.uk address could be provided if the PPG wanted that. Caroline said that the previously mentioned generic nhs.net addresses have been withdrawn.</li> <li>2. NHS sales mailings. David said he had successfully got his name removed from the sales mailing list being provided to commercial health contractors by the NHS.</li> </ol>	<b>Caroline</b>
<b>3</b>	<p><b>Practice matters</b></p> <p>1. Staff appointments:                      Rob reported that David Owen-Smith, previously of Autotrader, has been appointed as the Practice's new CEO with an official start date in January. Rob said that his lack of NHS management experience was seen as a positive attribute.</p> <p>The Practice Manager post has not yet been filled. Caroline confirmed her departure is at the end of March 2019.</p> <p>Hattie Clay has left the Practice and will not be replaced immediately. Rob will manage the website until David Owen-Smith can take it on.</p>	

<p>Initiatives:</p> <p>Rob said the short-term pharmacy research post is nearing completion and has proved to be very productive in identifying efficiencies in stoma provision.</p> <p>MIND now has a weekly Friday clinic in the Health Centre, running for a year, and is already proving valuable in helping those patients needing attention outside a doctor's normal remit. Patients are referred to this clinic by their GP.</p> <p>Citizens Advice are also holding weekly Wednesday afternoon clinics for their own one-to-one confidential appointments. The Practice does not refer patients to this clinic.</p> <p>2. Appointment errors</p> <p>Gene asked about patients who felt they should have been given a doctor's appointment but were not. There was a concern that doctors might be less effective at phone consultations than face-to-face ones. Rob said that all GPs have to pass a telephone consultation test and are specifically trained in this skill. He added that the conversion of triage phone calls to appointments is typically 30-40%, which is comparable with other practices. This ratio is monitored daily. Patients who call again and are then seen are scored as a 'Near miss', and these events are flagged up daily. (A patient who dies after not being seen by a doctor is recorded as a 'Significant event' and investigated accordingly.)</p> <p>Those patients who call repeatedly for appointments are referred to MIND, who have been successfully weaning them off this behaviour.</p> <p>3. Patient info on triage system</p> <p>Gene said that the WHMP website does not cover the triage process adequately. Rob agreed and the latest info sheet will be updated for distribution in the waiting rooms and added to the currently under-maintained website. David B will have an FAQs item in the Spring newsletter. Caroline added that the Receptionists now understand how to help callers who are confused by triage. A general paper-based circulation of info on this, and similar topics, is usually not practical because addressed mailings are too expensive and wasteful, blanket door drops count as prohibited advertising and posters reach too few people.</p> <p>Rob said that Engage/Consult is now fully back in action.</p> <p>4. Screening uptake</p> <p>Gene asked how the PPG could help with improving publicity for the standard NHS screening programmes. Rob said that WHMP is good for mammography – possibly because of the large van in the carpark – but low for cervical screening. He recommended the NICE website for guidance on the sensitive issue of encouraging people to attend screenings and flu campaigns. Mrs Russ has recently completed training on this topic and Rob will set up a briefing meeting with her for the PPG.</p> <p>4. EMIS</p> <p>Gene asked if this was now back on track. Rob said that recent issues appear to have been sorted. Gene also asked about availability of the full medical records, such as doctor and specialist</p>	<p><b>Caroline David B</b></p> <p><b>Rob &amp; Gene</b></p>
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	<p>correspondence. Caroline said that this was only available on individual request because each patient's file has to be checked before it can be accessed because of historic data errors. Rob said their policy is to encourage uptake of this facility. Gene indicated that the 'more information' links in EMIS take you outside the system. This link goes to a Google-owned non NHS site. Dr Russ said NHS Direct has not reacted to the practice's complaints about this.</p> <p>5. Volunteer clinicians for Kenya Rob said that two boxes of medical supplies have already gone to the Nasio Trust and that the practice could provide space for a medical equipment store if that would help. WHMP staff will be invited to volunteer, once the practice knows which medical roles are most needed by the Trust. WHMP would also help by allowing unpaid leave for short-term assignments. Rob confirmed that Graham should pursue this with Nasio.</p> <p>6. Building update Caroline reported that patients like the building. Recently hired staff mean Reception will soon have trained people on at all times. Rob said that planning will start shortly on reconfiguring the lower floor to free up yet more clinical space.</p> <p>7. PPG info ads David said that it will be straightforward to have a series of info ads for the PPG on the two waiting area screens. However he was concerned that there is currently little provision for handling potential new members other than by personal introductions. The meeting agreed that the PPG does not need an influx of new members but that anyone wanting more info will be able to use an enquiry form on an updated version of the PPG leaflet. David said the enquiry screen on the WHMP website will need changing.</p> <p>8. Planning news Gene will send Caroline a link to the Section 106 health provisions info for the Steeds Farm South planning application. Richard said that Great Coxwell PC expect that application for 125 houses to be approved.</p> <p>9. Parking Marcus reported negative feedback he'd had from a patient who had found the car park full but the waiting area empty, and asked what the practice's policy was on staff parking. Caroline said that local staff were encouraged not to drive to work but the practice has no enforceable control over the 20+ outside contractors and practitioners who use rooms at WHMP for their own clinics or, like the District Nurses, are entitled to spaces. In addition there are Health Care Assistants who do home calls throughout the day. Rob agreed that the parking arrangements are imperfect with the added frustration of not being able to put in any access control to keep out free-loading commuters. Caroline agreed to Gene's suggestion for more assertive signage and to encourage staff to park furthest from the entrance.</p>	<p><b>Graham</b></p> <p><b>David B</b></p> <p><b>Gene</b></p> <p><b>Caroline</b></p>
<p><b>4</b></p>	<p><b>Team Updates</b></p> <p>1. New PPG member Graham said that he expects Kimberly Morgan to join the group in June.</p>	

	<p><b>2. Faringdon College</b></p> <p>Emily reported that progress is being made to set up a lunchtime drop-in facility at the school for pupils with anxiety issues. Her contact there, Kirsty Williams, is not yet ready to meet the PPG though Emily is meeting a core group of staff later this week. She also said that she has won some funding to help with this initial set-up phase. The poster competition is still the front-runner for launching the facility and Rob confirmed that the practice would be happy to host the competition final and display the winning entries. Emily appealed for names of trained counsellors who might be able to help or people to volunteer as sympathetic listeners.</p> <p>Emily showed the winter issue of Age UK Oxfordshire's magazine featuring Faringdon, which is their best group in the county. The meeting congratulated Emily on this achievement.</p> <p><b>3. Healthy Times</b></p> <p>David said the Spring 2019 issue would be published on 5<sup>th</sup> April, two weeks before Good Friday as usual. The long list of candidate articles will be circulated in late January and the final copydate is March 18<sup>th</sup>. Rob confirmed that he was happy for the PPG-led production of the newsletter to continue under the practice's new management.</p> <p><b>4. SWOLF</b></p> <p>Gene said that the recent meeting concentrated on the latest iteration of integrating the County's health and social/welfare organisations more effectively. Rob added that this has been prompted by the recent CQC report identifying the absence of suitable strategic planning. The CQC are issuing an update in January.</p> <p>Rumours of the merging of Oxfordshire and Bucks CCGs were also mentioned. Gene said the meeting had discussed plans for a Didcot West surgery though Rob mentioned that a meeting later that same day had discounted any such provision.</p> <p><b>5. NAPP</b></p> <p>Douglas reviewed the useful topics in recent issues of the NAPP Bulletin. Caroline said the distribution of this has now been re-established. Douglas said the annual conference is on June 15<sup>th</sup> in Cheltenham. Emily volunteered to attend.</p> <p><b>6. Satisfaction Survey</b></p> <p>David B will feature this in the Spring newsletter</p> <p><b>7. Minutes Secretary</b></p> <p>David G will take on the Minutes role at the March 2019 meeting. David B will leave the formal committee but will act as Hon. Ed. for Healthy Times and publicity stuff.</p>	<p><b>All</b></p> <p><b>David B</b></p> <p><b>Emily</b></p> <p><b>David B</b></p> <p><b>Dauids G &amp; B</b></p>
<p><b>5</b></p>	<p><b>AOB</b></p> <p><b>1. Clinics info at Reception</b></p> <p>Marcus raised a concern about the lack of day-to-day information about podiatry, physio and similar clinics available from the Health Centre Reception. Rob said this was unfortunately because these independent clinics aren't contactable through the practice and they tend not to</p>	

	<p>provide updates when running late. Whilst Reception will give as much info as they've been provided with the best they can often do is simply provide the published contact numbers.</p> <p>2. The Cedar Community Club George said that the former Kingsmoor Club has now re-started in Hinton Waldrist Village Hall, with the involvement of Helping Hands. It meets on Tuesdays and Wednesdays weekly, from 0930 to 1500 and is for those over-60, with mild to moderate dementia, including those with mobility issues. Lunch and activities are provided. Caroline asked for the poster design to be sent over so it can be added to the waiting area displays. George was advised that Dementia Oxfordshire needs to have this new info to update their records.</p> <p>3. Healthwatch event Rob urged the PPG to send someone to the upcoming Healthwatch event on 29 Jan from 0930 to 1400, at Millets Farm, Frilford. Caroline will forward their email.</p> <p>4. Phoning in option shortcut Rob explained that the telephone welcome message has been refined but that the option numbers could not be changed. However it is possible to press 2 to speak to Reception before the lengthy triage description.</p> <p>5. Dummy patient Graham said that he will again be examined by Oxford medical students at their final exams in January.</p> <p>6. Exercise referrals David B passed on a request by Dot Zwanik for an opportunity to update the practice on the Exercise Referrals programme. Rob said this would be very welcome and asked that she call Caroline.</p>	<p><b>George</b></p> <p><b>Caroline PPG</b></p>
<p><b>6</b></p>	<p><b>Next Meeting</b> The next meeting is at 1830 on Tuesday 5 March 2019. 2019 dates are: 4 June, 3 Sept and 3 Dec.</p>	<p><b>All</b></p>

**Circulation**

Caroline Beaney

George Bonner

David Burn

Kaye-Frances Byers (For info)

Douglas Dalrymple

Paul Eddy

David Grant

Graham Hall

Marcus Laphorn

Richard May

Emily Norton

Dr Rob Russ

Gene Webb

WHMP Partners and staff, PPG website

**PPG who does what**

George Bonner	Patient transport
David Burn	Honorary Newsletter Ed, Publicity and Electronic notice boards
Kaye-Frances Byers	Watching brief
Douglas Dalrymple	NAPP co-ordinator with Emily, outwith Conferences
David Grant	Minutes (starting March 2019)
Graham Hall	Chairman; SWOL, leg ulcer treatments, cognitive impairment in ageing (fMRI study), 'Garfield' research in Apixaban use, 'patient' for MB finals at JR.
Marcus Laphorn	Maternity, County Medical rep and Ophthalmology
Richard May	Planning specialist
Emily Norton	Dementia co-ordinator, NAPP Conferences, PPG website emails point of contact and Youth rep
Gene Webb	SWOL, PPG website, Communication via faringdon.org, I live in Faringdon, Nextdoor Faringdon and other village Facebook pages