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

Those Present:

* Peter Hulcup (Chair)
* Caroline Morrell
* Shelia Spencer
* Alan Pope
* Heather White
* Chris Hawkins
* David Evans (Practice Manager)

Apologises:

* Dr Andrew Wilson
* Eric Spencer
* Janie Hampton
* Chris Hawkins
* Graham Norris
1. **Latest News/ Surgery update from the Practice Manager**

Doctor Marion Turberfield as opted, no longer be a Partner within the Practice, but will continue in the Role of a Salaried GP working within the practice. There will be no significant difference for Patient Care with this change of role.

Doctor Nicholas Lonsdale is currently the second year doctor on the 4 Month Rotational basis. As previously mentioned, he will see Patients, but will require support from other members of the Clinical team as apart of his training programme.

Doctor Katherine Brown is also at the Surgery One day a week seeing Patients in the normal way.

Practice Nurse Update: - Lean is taking on extra Responsibilities as part of succession planning in doing courses on Asthma and COPD with support from Rachael. Paula is in the Process of completing a Course to become a Medical Prescriber for Minor illness, which doesn’t require GP consent.

The vacancies for the 2 Administration Team Members has now been filled.

A New Health Care assistant will be starting on the 14TH October

2.1 A new Role of a Patient Services Manager is in the Process of being filled, the exact date is TBA, but David said it should be within the next few weeks as the candidate has been chosen.

The Practice Pharmacist has left the surgery, but the Ox fed Team is currently supporting this position.

Practice Team Further update Next Meeting

2.2 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.

2.3 Further update from David, - Looking to recruit two Pharmacists to cover full time, these will based across the Network, but should also have the ability to prescribe medicines.

Audrey Parris is currently the Social Prescriber of the Practice, but is a Shared Resource, and is currently here on Tuesdays.

Practice team further update next meeting.

2.4 Georgette Eaton (Specialist Paramedic) left the practice some time ago, 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.

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** 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

5.0 Appointment Mechanism’s

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, that 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 not.

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

Practices

Minutes now added to Web Page - Item re opened, as there are a couple of missing minutes from previous meetings

6.0 Web Site Improvements

Discussion around a common 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

7.0 AOB

Matilda House new homeless facility based in Cowley, - As per previous minutes has there been any update on who will look after Patients attending this facility?

David/Practice Team Update next meeting

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 results

8.00 AOB

The Practice will go on the Rota for hosting the Out Of Hours Ox Fed Appointments when the new period starts?

David- Further Update next meeting

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 8.pm – A big Thank you for those who attended.

Next Meeting Wednesday 15th January 2020 6.30pm