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

Those Present:

* Peter Hulcup (Chair)
* Graham Norris
* Shelia Spencer
* Alan Pope

- Dr Andrew Wilson

* David Evans (Practice Manager)

Apologises:

* Eric Spencer
* Janie Hampton
* Chris Hawkins
* Caroline Morrell
* Mark Thompson

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

Doctor Daniel Yiu Replaced Nicholas Lonsdale as the second year doctor on the 4 Month Rotational basis. As per the process he will see Patients, but will require support from other members of the Clinical team as apart of his training programme.

Doctor Kathryn Brown is the Clinical lead for our PCN is also at the Surgery One day a week (Usually Tuesdays) seeing Patients in the normal way. Kathryn also spends time at Donnington Surgery covering appointments and also at Holloway working on the Administration Role for the PCN.

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. (Update 15th Jan COPD Course Completed)

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. (Update From the 15/0/2 The Original Candidate declined, so the Role may well be filled internally within the current team. – Further Update from David next meeting.

The Practice Pharmacist has left the surgery, but the Ox fed Team is currently supporting this position. – Update 15/01/20 Jennifer Weston has been recruited into the PCN – will spend one Day a week Covering Temple Cowley and the rest of her time across the other 3 Surgery’s. There is still a need to get a second Pharmacist to support. They are seen as an integral part of the PCN, working with the rest of the healthcare team, supporting medical reviews and will have the ability to Prescribe medicines as required.

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. 15/02/20 – Further Update on the Role out of the Community Health National Service specification expected to commence in April 20 by NHS England was discussed, but clearly the Level of workload required to support this process is not workable in this time frame given (attached to the minutes is the specification for to view if desired.)

2.3 Audrey Parris is currently the Social Prescriber of the Practice, but this is a Shared Resource, and is currently here, we are looking to recruit a 2nd Social Prescriber as soon as possible.

Practice team further update next meeting.

2.4 The Practice is also looking to recruit another GP – unsure at time of writing what the progress is on this.

Practice team further update next meeting.

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 year’s flu vaccinations, local health groups, and PPG meeting dates be added? – Have attached a Doc to minutes with some examples

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, doctors could 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. Update 15/01/16 – Further discussion regarding this item the Reception team will let the patients Know where they are in the queue when patients arrive and book in at Reception. The Electronic Booking system has been checked and no issues found

**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 is a new on line bolt on process to enhance the current information and make communication more informative for patients – Timing TBA.

Update 15/01/20 – E Consult will be up and running by the1st March 20, this will be a online process where the surgery can be contacted through the Web site for Medical and Administration issues, it will be a next day turnaround activity. The initial query’s will be handled by the Reception team, and then passed on to the administration or medical teams for answering as appropriate. This enhances the contact with the Surgery, gives patients more in-depth communication on medical and administration matters but does not replace any existing telephone/personnel contact in any circumstances.

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? – Update 15/01/20 – The Practice has requested budget to support patients as the current contract is with Luther house Surgery, which they have specalist staff and equipment to support the patients needs. The current contract with Luther House runs out in April.

David/Practice Team Update next meeting.

A member of the team asked about Measles and the Immunisation programme at the surgery .Dr Wilson responded that measles is included in the MMR Vaccine, and reminders are sent to Parents if a child has not been vaccinated. David said that Adults up to 25 years old can be vaccinated if they missed there child hood vaccinations – Not sure if this is widely known so maybe a communication could be sent out or poster in the Surgery to make it more evident this can be done.

In line with some other Practices in the group can a Blood Pressure Monitor by available in the Surgery for Patients use if Requested?

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.

7.1 The Practice will go on the Rota Covering the 7 Day GP Access in March The Practice will be Open Sundays. Appointments can be booked through Reception. (The medical team to support this will be supplied through Ox Fed)

David- Further Update next meeting

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

7.3 Discussion Regarding Photo Identification of the Health Care Team.

David – Update next meeting

7.4 Further information David is now a Partner within the business so his job title is now Practice Manager/Partner, as commented by Dr Andrew Wilson this is seen as a positive move which will bring extra business expertise into the practice as the role out of the Networks continue to bring new challenges and opportunities.

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

Next Meeting Wednesday 8th April 2020