

## Summary

Oxfordshire CCG held 2 events in Banbury and Carterton in November 2017. The workshops allowed local people to share their views on how GP and primary care services in their localities could be organised.

These workshops and an online survey (for anyone unable to attend the workshops) follow and expand the work involving the CCG, local GP practices and patient representatives, who have been discussing plans for the future of primary care services in Oxfordshire for the past six months.

The key themes highlighted are below:

Key Themes	Summary of issues
Better communication	<ul style="list-style-type: none"> <li>• Challenge of communication between hospital and GP</li> <li>• Communications is key - needs more. Will help patients bear with this change.</li> <li>• Better communications about Hub and how to use it.</li> <li>• Better communications to patients to encourage Horsefair to use it and pass patients on (Horsefair patients not aware of this).</li> <li>• Duplicated appointments due to lack of comms internally</li> </ul>
Access and transport	<ul style="list-style-type: none"> <li>• Pockets of deprivation - need for public transport greater than ever.</li> <li>• Physical access especially for those with mobility and getting appointments</li> <li>• South Bar House difficult to access for elderly, congested only 6 blue badge places - difficult to squeeze cars in - some buses (S4 and Easington Buses)</li> <li>• Transport needs to be tackled in all plans so people can access services</li> <li>• Bus services and locations must have proper bus services or no point in considering it (moving to a new location). And frequency</li> <li>• Access. Waits- walk in /parking/transport. Phone lines needed.</li> <li>• Rural practice in Deddington has no pharmacy, how can patients self-care if they have to travel 6 miles to get supplies</li> </ul>
Concerns about future of Banbury Health Centre	<ul style="list-style-type: none"> <li>• Will I need to change service from Banbury health Centre? - Don't want to.</li> <li>• If surgeries merge but not buildings this means? Consulting especially Banbury Health Centre as could change</li> <li>• Be clearer in presentation about Banbury Health Centre (part of consultation)</li> <li>• Will there be more consultation on Banbury Health Centre?</li> </ul>

	<ul style="list-style-type: none"> <li>• Banbury Health Centre - why are we not asking the dentist to move out?</li> </ul>
Use of technology	<ul style="list-style-type: none"> <li>• Far better use of technology, skype, email etc</li> <li>• Lack of trust on online systems</li> <li>• Email - proactive messaging out to patients</li> <li>• User friendly websites</li> <li>• All social media sites</li> <li>• Link back office IT</li> <li>• Better use of technology eg Skype</li> </ul>
Recruitment	<ul style="list-style-type: none"> <li>• What is being done to pull back GPs who have left the profession</li> <li>• How much of a recruitment issue? Facts/figures. Need to know scale of problem</li> <li>• More recruitment and invest in recruitment</li> <li>• What is OCCG doing to advocate and get Government to address GP recruitment?</li> </ul>
Gaps in children's services	<ul style="list-style-type: none"> <li>• No mention about children's services</li> <li>• Problems with fragmentation in children's services</li> </ul>
Walk-in/urgent appointments	<ul style="list-style-type: none"> <li>• Some practices have walk-in in the morning. Very booked appointments and disruption.</li> <li>• Need EMU at the Horton and a walk-in service</li> <li>• World wants walk-in. Employer issue re sit in waiting room half day and lose pay</li> <li>• More walk in to take the pressure off A&amp;E. Also central as each practice can't offer this.</li> <li>• Walk-in system works well on a Monday at Westbar</li> </ul>
Continuity of care	<ul style="list-style-type: none"> <li>• If ongoing health issues then want continuity</li> <li>• Continuity for diabetes needed</li> <li>• Patients want continuity of care by the appropriate specialist</li> </ul>

A full report on this public engagement and its feedback will be published before the end of 2017. This feedback will help shape and inform the draft locality plans before they are published in January 2018 for further public comment.

Implementation of some of the proposals will begin in 2018, but the plan will be continuously revisited as further engagement helps develop it.