

Minutes. PPPWO

13th March 2018 2.00 – 4.00 pm, WODC Offices, Elmfield, New Yatt Road, Witney, OX28 1PB

Present	Name		Organisation / LF
		Graham Shelton	GS
	Peter J Branson	PJB	<i>MS Society; West Oxon</i>
	Fergus Campbell	FC	<i>Oxfordshire Clinical Commissioning Group (OCCG)</i>
	Madeleine Radburn	MR	<i>Windrush PPG</i>
	Brenda Churchill	BC	<i>Cogges PPG</i>
	Meryl Smith	MS	<i>Charlbury PPG</i>
	Judith Wardle	JW	<i>Action for Carers</i>
	Jane Southworth	JS	<i>Deer Park Campaign Group</i>
	Jacqui Wright	JWr	<i>West Oxfordshire District Council</i>
	Nicola Perrett	NP	<i>Healthwatch Oxfordshire - minutes</i>

<p>1.</p>	<p>Welcome and apologies</p> <p>Apologies:</p> <ul style="list-style-type: none"> • Nick Way has stepped down from Charlbury PPG • Roy Thomas • Susan Smith • Kathy Broughton • Dr Simpson • Deirdre Myatt • Laura Spurs <p>Peter Branson introduced himself from the MS Society</p>
<p>2.</p>	<p>Minutes of last meeting</p> <p>Laura Spurs has provided amendments to the draft minutes. GS suggested following up with Laura Spurs about patient involvement and PML. The group discussed potential ways that this could be taken forward.</p> <p>The group expressed concern about the impact on patients about the opt-out of information sharing and access to appointments at the Hub. MR queried the extent of sharing of medical records</p> <p>Action: NP to invite Laura Spurs to attend the group again to discuss PML and patient engagement Action: FC to query whether there is scope for a review of patients who have opted out of record sharing at surgeries Action: FC to find out the extent to which medical records are currently shared eg out of hours</p>
<p>3.</p>	<p>Matters arising</p> <p>Items to carry forward:</p> <ul style="list-style-type: none"> • Healthshare will be invited to a future meeting • Dr Latif will be invited to a future meeting • Ideas about physical activity will be an agenda item at the next meeting
<p>4.</p>	<p>Update on the implementation of the locality plan</p> <ul style="list-style-type: none"> • There has been a delay in the production of the summary plans • It was clarified that the dates in the outline mobilisation plan correspond with the financial year quarters • Money is tight to deliver elements of the outline mobilisation plan. In the West Locality funding will focus on clinical pharmacists; there is a realistic prospect of recruitment. This will provide scope to review complex medication needs, conduct safety audits. This could reduce hospitalisation due to drug interaction. • In West Oxfordshire/Cherwell areas a bid has been put in through Citizen's Advice to support social prescribing. An expert advisory group will be established. <ul style="list-style-type: none"> ○ PJB advised that in Chipping Norton a receptionist now has some hours to support social prescribing and the PPG has been very involved in compiling information about local services. ○ PPPWO members are invited to the Healthwatch Oxfordshire Voluntary Sector Forum in Banbury on 27th March which will focus on social prescribing <p>The limits in the plan for mental health provision was queried.</p>

	<p>The group questioned the longer-term planning needs beyond 2019.</p> <p>JS queried how the plan meets the immediate needs of patients in Witney. FC referred to examples and actions in the mobilisation plan.</p> <p>The group discussed variations in experience of patient waiting times and also referred to missed appointments and the impact on waiting times. FC advised that there is not a consistent system of monitoring waiting times at GPs.</p> <p>JS shared her thoughts about the locality plan in relation to Deer Park and patients in Witney. There was discussion in the group about the locality plan and its focus on both patients and the CCG.</p> <p>There was discussion about the Local Plan and housing development and the impact on health services.</p> <p>PJB remarked that patient involvement is important at an early stage in planning, particularly in prioritising developments. GS said there is an opportunity for more patient engagement in future.</p> <p>Action: MR will circulate the Locality Plan summary that she has written to inform her PPG Action: PJB will find out patient feedback from the mental health scheme in Chipping Norton Action: Rosie Rowe to be invited to the May meeting to speak about social prescribing Action: FC to send the link to the Local Plan consultation to NP to circulate</p> <p>Link to West Oxfordshire DC Local Plan <u>consultation</u></p>
<p>5.</p>	<p>The CQC local system review</p> <p>JW's observations about the report are</p> <ul style="list-style-type: none"> • People don't talk to each other • Systems don't work well together <p>She questioned what the Locality Forum can do to help move the situation forward.</p> <p>The group queried the role of the CSU (Commissioning Support Unit). FC advised that this is a back office role including communications and other functions such as IT and finance.</p> <p>FC advised that the Health and Wellbeing Board hosted by the County Council will be an important body as a forum to develop a joint view. Their accountability was queried by the group.</p> <p>Lou Patten is due to attend the meeting on May 8th. GS referred to the development areas in the document as a focus for discussion and that an inclusive approach with regard to budgets is desirable.</p>
<p>6.</p>	<p>June carers' event</p> <p>Kay Francis, Carer's Oxfordshire is very supportive of this as a pop-up carers support day. She has experience of delivering such events</p> <p>The Eynsham Medical Group is very supportive of the event.</p> <p>Saturday 22nd September is the revised date for the cancelled March event</p> <p>The group questioned whether they wish to have a September health event focussing on</p>

	<p>prevention in addition to this, and whether the group needs additional resources to support this. MS suggested attending an event in order to attract people who wouldn't ordinarily come to a health event. GS suggested moving the event to late October</p> <p>Action: NP to book Eynsham Village Hall for the carers' event for Friday 15th June 10 – 7pm</p> <p>Action: JW to invite Dr Jonathan McWilliam to attend a future meeting 10th April or 12th June to talk about how to engage with the public about prevention</p>
<p>7.</p>	<p>PPG survey ideas PPGs are conducting surveys and the group has been asked to bring ideas. GS suggested consistency so that results can be compared. GS told the group that at the Nuffield the following four questions will be asked</p> <ul style="list-style-type: none"> • What do you like about the practice? • How can we make it better? • Are there any shortcomings? • What can be done to address these? <p>MR Windrush advised they conduct a survey with similar themes but more questions. BC Cogges carry out a similar survey every two months. She has a questionnaire and results that she can share. MS Charlbury said she would be reluctant as a new PPG to conduct a questionnaire at this stage before the PPG is established.</p> <p>MR said that feedback comes not only from surveys but also through the virtual group. Action: BC to share her survey questions.</p>
<p>8.</p>	<p>Updates from PPGs</p> <p>MS Charlbury Their meeting was attended by the practice manager who will aim to attend future meetings. They will issue a newsletter with support from the surgery One PPG role is to remind patients to use website The PPG can offer a positive view of the surgery There is currently a small steering group; the aim is to make the group more representative</p> <p>GS Nuffield They are updating the website and conducting a patient survey</p> <p>MR Windrush PPG asked whether social prescribing is something which should be taken up by area practices rather than individual practices to avoid duplicating work. They are still concerned about privacy at the reception desk although other Practices don't seem to be worrying about this. Lloyds in Witney are starting to charge new patients £35 a year for their prescription delivery service. There is continuing concern about Did Not Attends. They have looked at making theirs a "Dementia Friendly" practice, however, the feeling was that dementia patients would only come to the Practice if they were accompanied. (As the meeting felt that this was not the case Maddy to take this back to the PPG) Plans for the annual meeting are in hand. The PPG is seeing whether they can get an "expert" on medical records to come and explain them. The Chair of Marcham Road PPG in Abingdon has visited. It is clear that we may all be PPGs but our aims, objectives and methods of working can vary a lot.</p>

	<p>They are approaching the college and schools in Witney to see if they will release students for PPG meetings.</p> <p>BC Cogges There was no attendance at most recent meeting other than BC and the practice manager Premises alterations have started which will provide additional space</p> <p>PJB advised that his PPG in Chipping Norton is out of the West area – they are talking with a local school about developing a young PPG.</p> <p>NP told the group that Jeanne Humber has joined Healthwatch and will focus on developing Young Healthwatch. FC suggested also making contact with the School Nurse.</p> <p>MR provided an Oxford Health FT update:</p> <p>Meetings under the new structure requested by Governors (ie with Groups chaired by Governors rather than Board members) are now underway. We are having a considerable input to the website and publications. Maddy asked for specific help with the revision of the website. Oxford Health FT is responsible for the services which are community based - in our community hospitals, clinics and in our homes.</p> <p>Their Communications team has recently been working to make their website more user-friendly. As part of this they would like as many people as possible to go to www.oxfordhealth.nhs.uk and specifically search for a service or item which they might need or which a friend might need (eg foot care or hospital opening times etc): Can you find the service easily? Is the information clear, in good English and relevant? Any feedback would be welcomed at patientgroup.wmp@nhs.net This way you can ensure that the Oxford Health information is there to help <u>you</u> in the future.</p> <p>The Trust itself is introducing a new structure with a new Directorate - still sorting itself out in readiness for 1st April. Feedback would be welcomed from all members of the PPPWO and their friends about Oxford Health facilities in West Oxfordshire. Evening for potential new Governors at Jury's Inn on Thursday 15th.</p>
9.	<p>Healthwatch Update The Healthwatch update has been provided as a link to the Executive Director's most recent report to the Healthwatch Oxfordshire board</p>
10.	<p>AOB</p> <p>JWr: there will be a dementia action week to raise awareness of dementia. JWr asked whether there is group interest in being involved.</p> <p>BC expressed concern about private prescription delivery services.</p> <p>Action: MR to send a link to the group via NP to test the Oxford Health website and provide feedback Action: JWr to send information about dementia friendly week to NP to circulate. Action: FC to find out more about Pharmacy2U services</p>
11.	<p>Reminder of next meeting</p> <p>10th April 2018 10.00 – 12.00 at WODC Woodgreen</p>

	<p>Summary of Actions</p> <p>Item 2: NP to invite Laura Spurs to attend the group again to discuss PML and patient engagement</p> <p>Item 2: FC to query whether there is scope for a review of patients who have opted out of record sharing at surgeries</p> <p>Item 2: FC to find out the extent to which medical records are currently shared eg out of hours</p> <p>Item 4: MR will circulate the Locality Plan summary that she has written to inform her PPG</p> <p>Item 4: PJB will find out patient feedback from the mental health scheme in Chipping Norton</p> <p>Item 4: Rosie Rowe will be invited to the May meeting to speak about social prescribing</p> <p>Item 4: FC to send the link to the Local Plan consultation to NP to circulate</p> <p>Item 6: NP to book Eynsham Village Hall for the carers' event for Friday 15th June 10 – 7pm</p> <p>Item 6: JW to invite Dr Jonathan McWilliam to attend a future meeting 10th April or 12th June to talk about how to engage with the public about prevention</p> <p>Item 7: BC to share her survey questions.</p> <p>Item 10: MR to send a link to the group via NP to test the Oxford Health website and provide feedback</p> <p>Item 10: JW to send information about dementia friendly week to NP to circulate.</p> <p>Item 10: FC to find out more about Pharmacy2U services</p>