

Minutes. PPPWO

10th July 2018 2.00 – 4.00pm WODC Offices, Wood Green, Room 2

Present	Name		Organisation / LF
		Graham Shelton	GS
	Roy Thomas	RT	Eynsham Medical Group PPG
	John Simpson	JRS	Retired GP
	Judith Wardle	JW	Action for Carers
	Brenda Churchill	BC	Cogges PPG and Deer Park Campaign Group
	Lindsey Stevenson	LS	Burford PPG
	Sue Smith	SS	Charlbury PPG
	Meryl Smith	MS	Charlbury PPG
	Kathy Broughton	KB	Charlbury Town Council
	Jane Southworth	JS	Deer Park Campaign Group
	Teresa Archer	TA	Citizens Advice West Oxfordshire
	Jackie Wilderspin	JWi	Public Health Team Oxfordshire County Council
	Jacqui Wright	JWr	West Oxfordshire District Council
	Dr Amar Latif	AL	OCCG Deputy Locality Clinical Director
	Fergus Campbell	FC	Oxfordshire Clinical Commissioning Group (OCCG)
	James Askew	JA	OCCG work experience student
	Abby Reed	AR	OCCG work experience student
	Nicola Perrett	NP	Healthwatch Oxfordshire - minutes
	Jeanne Humber	JH	Healthwatch Oxfordshire
	Amaya Burstos-Langton	ABL	Healthwatch Oxfordshire work experience student

<p>1.</p>	<p>Welcome and apologies</p> <p>GS welcomed the group who introduced themselves</p> <p>Apologies from: Madeleine Radburn Peter Branson Jan Cottle</p>
<p>2.</p>	<p>Minutes of last meeting</p> <p>The minutes were agreed</p>
<p>3.</p>	<p>Matters arising</p> <p>The JSNA link has been circulated. FC will forward a locality summary from the JSNA to NP for distribution. This will be taken forward as an agenda item next meeting.</p> <p>The background to Healthshare services were explained to the group by FC. There has been no Locality Forum Chairs meeting with OCCG since the previous PPPWO meeting to feedback from PPPWO. The group is still hearing feedback that there are continued problems in some cases. Healthwatch Oxfordshire is putting together a report for the HOSC task and finish group and any feedback either by email to Healthwatch or via the Healthwatch feedback centre would be included. FC requested that any feedback includes the date when it happened. The group queried whether Healthshare is meeting their contract requirements; FC confirmed the contract is closely monitored. At the request of JW FC will check whether the patient advisory group for MSK would be reconvened. The group also discussed diagnostic services provided by the Hub which can be requested via a GP.</p> <p>The PPPWO group purpose has been summarised in the minutes</p> <p>Dementia Action week was very successful</p> <p>NP advised the group that HWO will bcc any correspondence with PPPWO. JW confirmed that the group wants to correspond with each other and the group agreed to share email addresses with each other. NP will make a note at the top of bcc emails to PPPWO so it is known that they have been sent to the whole group.</p> <p>Action: FC will forward a locality summary from the JSNA to NP for distribution. The JSNA page which contains a wealth of information can be found: http://insight.oxfordshire.gov.uk/cms/joint-strategic-needs-assessment People can find the particular local summary referred to here: https://insight.oxfordshire.gov.uk/cms/oxfordshire-wards-inequalities-pack-excel</p> <p>Action: Group to forward feedback about using Healthshare services to Healthwatch either by email or the feedback centre https://healthwatchoxfordshire.co.uk/services/?q=healthshare</p> <p>Action: NP to note in PPPWO group emails that they have been sent to the group list</p>
<p>4.</p>	<p>Planning Services for the future</p> <p>A conversation is to be had with the CCG about the engagement that is wanted in the future.</p>

<p>5.</p>	<p>Young People and Healthcare</p> <p>GS highlighted that committees sometimes talk about services for young people but young people do not always have an input. He asked what a young patient can add to planning healthcare in Oxfordshire.</p> <p>Feedback from JA, AR and ABL included:</p> <ul style="list-style-type: none"> • Online or by email is a good way to contact young people • There should be more focus on prevention eg Change 4 life • Young people would prefer suggestions rather than being told what they must do • Continued exposure to messages helps eg not smoking • Artificial Intelligence does not replace one to one human contact • Are more likely to trust an NHS site than Wikipedia – it is hard to know what is fact • It is easier to book appointments online • Would be likely to Google treatments first, then see GP <p>The group discussed the strengths and weaknesses of online diagnosis.</p> <p>GS said every PPG would like to involve young people and asked what would help. Feedback from JA, AR and ABL included:</p> <ul style="list-style-type: none"> • Need a convenient time and location • Free food • Reviews of care on your phone immediately after or at the time of the appointment. • Have buttons with faces in the same way that they are used in shops. • A virtual anonymous group would be a way • Social media is an option • Anonymity reduces the barrier – young people don't want the comments made online to be linked back to them. It is easier if they can see a lot of people are involved. <p>AL said that as a GP his concern with using Facebook would be handling inflammatory comments, and ongoing monitoring if it is used to report symptoms. In his experience young people are less likely to be involved in PPGs as they are more likely to be well. Generally young people want to be seen the same day and older patients want to wait to see their doctor of choice.</p> <p>FC gave a brief update on progress with the West Locality Plan including progress made with medication reviews and the integrated model for diabetes care. FC will find out how the next version of the Locality Plan will move forward.</p> <p>GS asked how young people could have a voice in planning for health services for people in housing that has not been built yet. JA, AR and ABL asked:</p> <ul style="list-style-type: none"> • What would be the point of the input? • Would there be more value in education so young people are aware of health issues? <p>AL raised the issue of apps where it is possible to get online advice from a GP but in accessing this the patient registers with that surgery even if they are out of area. This causes issues with funding for GPs and for patients accessing face to face services when they are needed. These services are being reviewed.</p> <p>Action: FC to find out how the next version of the Locality Plan will move forward.</p>
<p>6.</p>	<p>Carers' event in Eynsham</p>

	<p>The event was supported on the day by members of the group</p> <p>It was a worthwhile event but not well attended in spite of the publicity. Over 20 new carers assessments were made. The group discussed whether this reflected the difficulty in leaving the person cared for. Positives were that it was worth trying something new and it was an opportunity to learn more about the organisations that support carers.</p>
7.	<p>Antibiotics lecture on 22nd September</p> <p>MR sent a report: Thanks to Healthwatch who have done some excellent work in the early promotion of the event. It is being featured on a number of websites and in regular bulletins from various health related organisations. Dr Nick Thomas will be doing the introductions and Councillor Norman MacRae will be doing the thankyou at the end (in his role as Cabinet lead on Community and Public Health for West Oxfordshire District Council).</p>
8.	<p>Public Health Event – Jackie Wilderspin</p> <p>JWi talked through the draft plan that she had circulated before the meeting and invited the group to comment on it and suggest amendments.</p> <p>Suggestions included:</p> <ul style="list-style-type: none"> • Doing blood pressure checks • Promoting and demystifying NHS health checks • Using a diabetes score to identify people who might be at risk so they can then go to be tested • Healthy refreshments • Making links with others such as leisure services • Asking if there is a celebrity locally who could attend? <p>JWi suggested Oxford Health Promotion Resources Unit as a good place to find resources.</p> <p>Support is needed from the group with promotion/ on the day / evaluation. A small planning group was agreed (Group members not able to attend today’s meeting will also be asked):</p> <p>Graham Shelton Teresa Archer Roy Thomas Jacqui Wright Fergus Campbell Judith Wardle Jackie Wilderspin</p> <p>The group discussed possible locations for the event. Due to the need to attract passing trade Witney was agreed. NP will check availability at:</p> <ul style="list-style-type: none"> • The Corn Exchange • The Methodist Church • The Congregational Hall • Church Green (weather dependent) <p>The group asked how practices could send a text message to all patients – FC to coordinate</p> <p>Action: NP to check venue availability for the public health event on Saturdays in October</p>

	<p>Action: FC to ask relevant practices if they can send a text message to their patients about the public health event</p>
9.	<p>NHS at 70</p> <p>Windrush PPG had a well-attended NHS at 70 event Nuffield PPG had an event which was broadcast on Radio Oxford</p>
10.	<p>Governor updates</p> <p>MR sent a report:</p> <p>Oxford Health In the past, senior members of staff have attended Board meetings to discuss issues and raise queries. A new system is being trialled whereby members of the Board together with a non-executive Director and a senior Governor attend team meetings “in the field”. MR went to the team meeting of the Emergency Department Psychiatric service at the John Radcliffe which was excellent. By meeting junior as well as senior staff issues were raised which had not been brought up previously and which evidently need attention. The system appears to be working very well.</p> <p>The results of the CQC visit in April have not yet been published.</p> <p>July is heavy with meetings of the sub-Groups which are chaired by Governors and address strategic issues which surface. A key matter for current debate is the Mental Health Out of Hours service which has not been satisfactory in the last few months.</p>
11.	<p>PPG updates</p> <p>GS The Nuffield Practice</p> <ul style="list-style-type: none"> • The PPG is working on a new website • They are completing a patient survey • GS has some articles for their next newsletter and would like more <p>RT Eynsham Medical Group</p> <ul style="list-style-type: none"> • The PPG met recently but RT was not in attendance <p>MR Windrush (report)</p> <ul style="list-style-type: none"> • The Big Birthday Coffee morning was a considerable success with around 300 people attending. Amongst other things it included a quiz on the cost of NHS procedures, the film of the opening of the Nuffield Health Centre in 1968 and the Cutting Of The Birthday Cakes. A total of over £720 was made for the Practice equipment fund from a tombola. • The Committee met yesterday and are inviting the Dispensary Manager to the next meeting as the PPG still feels very strongly about waste medication and are keen to start getting something done about it. <p>LS Burford</p> <ul style="list-style-type: none"> • Two doctors are leaving but have appointed replacements who can offer more hours. • The pharmacy has moved and is now accessed by a window. • The PPG has six members but is struggling to find a role • They are fundraising for electric couches • They want to think about how a newsletter could be best distributed. <p>BC Cogges</p>

	<ul style="list-style-type: none"> The PPG met recently but BC was not in attendance <p>SS Charlbury</p> <ul style="list-style-type: none"> A new part time GP will be joining the practice which will ease pressures The PPG had an open day on 9th June; the Practice Manager was there. They invited in passing people and had 107 responses – the main themes were appointments / misunderstandings about the appointment system, and poor communication between the practice and patients. They have produced their first newsletter – some printed copies will be put in the practice and pharmacy. JW^r is providing some articles which will be available to all PPGs. The newsletter is available via a link on the Charlbury Town website so it is open to all.
12.	<p>Healthwatch Oxfordshire update</p> <p>An updated report will be available on the Healthwatch Oxfordshire website shortly</p>
13.	<p>AOB and date of next meeting</p> <p>TA: the bid for social prescribing funding has been agreed. Citizens Advice is now recruiting staff. The aim is to co-design the service.</p> <p>RT reported that MR will send a copy of the Windrush newsletter to the group</p> <p>JWa will not attend the CCG board meeting as it has been moved to Henley</p> <p>Future Meetings to be held at WODC Wood Green:</p> <ul style="list-style-type: none"> Tues 7 Aug 10-12. Room 1 Tues 11 Sep 2-4. Room 2 Tues 9 Oct 10-12. Room 2 Tues 13 Nov 2-4. Room 2. Tues 11 Dec 10-12. Room 1
	<p>Summary of Actions</p> <p>Item 3: FC will forward a locality summary from the JSNA to NP for distribution. The JSNA page which contains a wealth of information can be found here: http://insight.oxfordshire.gov.uk/cms/joint-strategic-needs-assessment People can find the particular local summary referred to here: https://insight.oxfordshire.gov.uk/cms/oxfordshire-wards-inequalities-pack-excel</p> <p>Item 3: Group to forward feedback about using Healthshare services to Healthwatch either by email or the feedback centre https://healthwatchoxfordshire.co.uk/services/?q=healthshare</p> <p>Item 3: NP to note in PPPWO group emails that they have been sent to the group list</p> <p>Item 5: FC to find out how the next version of the Locality Plan will move forward</p> <p>Item 8: NP to check venue availability for the public health event on Saturdays in October</p> <p>Item 8: FC to ask relevant practices if they can send a text message to their patients about the public health event</p>