

Minutes. PPPWO

13th November 2018, 2pm, WODC Offices, Wood Green, Room 2

Present	Name		Organisation / LF
	Jeanette Baker	JB	Councillor WODC
	Fergus Campbell	FC	OCCG
	Mark Booty	MB	Bampton PPG / OUH NHS Trust Governor
	Deborah Hofman	DH	Charlbury PPG
	Roy Thomas	RT	Eynsham Medical Group PPG
	Brenda Churchill	BC	Cogges PPG
	Graham Shelton	GS	Nuffield PPG
	Emma Teasdale	ET	Healthwatch Oxfordshire (Minutes)
	Lindsey Stevenson	LS	Burford PPG
	Peter Branson	PB	West Oxfordshire MS Society/ Chipping Norton PPG
	Sue Smith	SS	Charlbury PPG
	Judith Wardle	JW	Action for Carers / Age UK Oxon
	Jaqueline Wright	JWr	WODC
	Merlyn Mistry	MM	Public Health, OCC
	Jane Southworth	JS	Deer Park Campaign Group

1.	<p>Introductions</p> <p>GS welcomed everyone to the meeting and introduced Mark Booty as an OUHT Governor asked for introductions around the table. CA introduced herself from Citizens Advice and gave a brief update with regards to the Social Prescribing programme that has begun.</p>
2.	<p>Apologies</p> <p>Maddy Radburn Amar Latif Kathy Broughton John Simpson</p>
3.	<p>Declarations of interest</p> <p>None other than already mentioned during introductions</p>
4.	<p>Minutes of last meeting</p> <p>Item 10 BC has passed info onto Youth Council. BC will let GS know when the next Youth Council meeting is being held. Item 11 Dates for 2019. GS asked ET to put together a list of dates with the PPPWO members group deciding to keep the meeting on the 2nd Tuesday of each month, alternating between morning and afternoon. ET to contact WODC to book dates.</p> <p>ACTION ET to contact WODC to book PPPWO dates for 2019</p>
5.	<p>Matters arising</p> <p>No matter arising</p>
6.	<p>Update on Healthshare</p> <p>FC update on Healthshare. The CCG are still waiting for a package of changes and improvements, this will include changes to communications with both patients and referring GPs patients and referring GPs. There is also the intention to put in more resource and capacity to bring waiting times down. FC also believes that the self-referral element is due to start imminently</p> <p>SS reported that patient had reported to her that they had a good experience of MSK</p> <p>RT has been made aware of the element of waiting times against conditions, these have gone down from 5-6 months to 3 months last month this is still not an acceptable time frame</p> <p>GS asked FC if there is anything the CCG can do. FC confirmed that the CCG meet regularly with the providers.</p> <p>Action: FC to follow up with the communications to the forums and the general public</p>

<p>7.</p>	<p>Display Screens in practice waiting rooms</p> <p>FC the CCG have received some funding to provide display screens which will offer a unified system in waiting rooms. The idea behind the project is to simplify the information available for various campaigns, linking into awareness weeks in addition to posters and tv campaigns and to give a greater library of information for practices.</p> <p>FC would like feedback from any individual of the new tv's that are in place or if a PPG would like to offer feedback. This feedback will be forwarded onto FC's colleague, Paul Kettle</p> <p>JW asked if the CCG would recommend it to hospitals for waiting areas should it prove to be successful. FC asked about hospital screens – this is a matter for the trusts who do have some similar screens in some areas of the hospitals. Our trust governors may wish to suggest it through their channels FC commented OUHT have been doing projects in the hospitals providing a health information centre. MM confirmed it was called Here for Health.</p> <p>JB cardiology area has both an old and the new screen. FC will feed that back to Paul Kettle?</p> <p>RT his PPG raised the issue that machine was down more than up and the feedback from the practice was that the rotating information should be able to be seen whilst waiting for their appointment.</p> <p>MB – Bampton have a screen that does daytime tv then loops to useful info.</p> <p>ACTION FC to follow up if the CCG would recommend the screens for hospital waiting areas.</p>
<p>8.</p>	<p>Cogges Update</p> <p>GS updated the group that Cogges have now found another partner and will have to go through the selection process. BC said there are messages still coming out from CCG to the practice, but this information is not being put onto the PPG notice board. JB said there will be a decision at the beginning of December.</p> <p>BC said that CCG are talking to the Chair of the PPG but information not being shared.</p> <p>FC commented that all the information is on CCG website.</p> <p>GS asked is there something Julie Dandridge can do about the practice communicating with patients. FC asked for confirmation that this information isn't displayed anywhere else in the surgery. FC confirmed he will speak to the practice manager.</p> <p>ACTION Fergus to speak to Cogges Practice Manager.</p>
<p>9.</p>	<p>Prevention Health Fair and Update</p> <p>GS said this was the 3rd of 3 public locality events for PPPWO this year, this one was working together with OCC. As Chair GS is very keen to work closely with OCC again.</p> <p>MM gave a presentation on the overview of the day, there was a snapshot of some useful statistics around West Oxfordshire using the basis of the Strategic Needs Assessment which sparked some discussion.</p> <p>JB asked for the presentation to be circulated to PPWO members after the meeting.</p>

MM also included the information that was brought together about Pledges and Changes that the people who attend were going to make.

Jacqui wright left the meeting at 3.00pm

GS asked JB as the Cabinet member for the Council for Health what she thought PPPWO should do now some areas have clearly identified some specific areas that look as though they need some help. JB replied that she needed to go back and talk to the relevant people at the cabinet for areas such as housing who will be able to give coherent information and possibly resources. JB will come back to the meeting and may see if she could get the cabinet member for housing attend.

MM said it was lovely working with the PPPWO Team

she was very happy with how the event had gone and that whole idea was to be a fun event with something for everyone.

GS was pleased to see the good partnership between Richmond village with the smoothie bike and the other organisations at the event.

BC confirmed that there is Town Council run Park Run every Saturday.

MB commented that it would have helped to improve the health of the area by getting more than 89 people to attend. If the event was to be held again it should be held in a far more central position where there is going to be a bigger footfall.

It was explained to him that the Corn Exchange had been the original venue but due to an unfortunate mistake on the Corn Exchanges behalf they had double booked the PPPWO event.

MB also said that people aren't interested in health and would need to have a reason to attend an event such as the Health Fair and that if perhaps a flu clinic was run at the same time there would be an instant increase in numbers.

MM said that the intention was for it to be a fun event not a "poking" one. In the future it is about knowing "how do we target?" and go where the people are.

BC mentioned the person who did the talk about antibiotics, saying that he was a brilliant speaker. Perhaps getting someone like that on a specific subject she was sure you would be able to come along to the Corn Exchange or similar would be an idea. GS wanted to discuss it further into the meeting.

JB said that it was brilliantly organised and that she was fully aware of the effort and preparation that went into it leading up to it. She asked if PPPWO would want to hold a similar event next year? JW replied that it was on the agenda for what PPPWO does next year. JB said that if they did, to try and book the Corn Exchange next year to place a booking now, and that the low numbers of this event were due to the location. RT explained again that it was the Corn Exchange who had double booked not PPPWO and that PPPWO were very lucky to be able to find a venue (Langdale Hall) at short notice.

JW reiterated that a lot of people put in tremendous amount of work. To which MB replied he understood that but still only 89 people attended.

JW commented that for some people what had happened on the day didn't stop after the event she had received a numbe of follow up communications from the event from other organisations who were trying to touch base with other groups.

	<p>GS asked if the event could be summarised. MM said that if an event was to be run next time, timed programme activities may not be suitable as it didn't seem to work but GS said having the face painting and the intergenerational dance were attractive to have on the programme.</p> <p>JW commented that the smoothie bike was a big hit and the young people that turned up at the end of the event were attracted to the face painting.</p> <p>BC mentioned the computer programme that is designed for young children. They were using this at the antibiotic talk that was available for young children at antibiotic talk. Children seem to relate to the information given on the computers. SS said the antibiotic app was prepared by GS team.</p> <p>GS said that engaging with young people was something that this event didn't do this time round.</p> <p>PB asked that when events such as these are put on just as a single event, we don't know what happens afterwards, do people go away with something that they can use or is there a follow up in PPGs or surgeries. People do ask how we measure this, not just about how we can do the event better but how do we follow up with people who attended? If none of this, it's just an event that stands on its own. The PPG in chipping Norton is looking at arranging a series of events, based on keeping well, staying alive, doing things better. They are probably going to start with Dr Carl Heneghan.</p> <p>GS – thanked ET for putting together the administration side of the day. MM agreed that Public Health will support future events</p> <p>ACTION JB will follow up details after speaking to a Cabinet member for housing regarding coherent information and resources. She will also look at the possibility of a Cabinet member for housing attending a PPPWO meeting.</p>
<p>10.</p>	<p>Plans for 2019</p> <p>GS asked PPPWO members to consider ideas for 3 events in 2019. This year (2018) has been around prevention. There will be a full discussion during December's meeting</p> <p>GS an idea might be engaging with problems of what services should be provided to new housing estates?</p> <p>BC asked if anyone knew what type of information is given to new people when they move in, are they given any information on local doctors, schools</p> <p>SS said Charlbury PPG used to produce a booklet for new patients but that has since stopped as a lot everything is available online.</p> <p>GS asked if there would be any appetite among the PPPWO PPGs to engage in more district wide activities that they could do together. SS commented that perhaps there should be a district wide PPG newsletter where a section could be adapted for each PPG, it seems silly that there is a lot of duplication.</p> <p>GS mentioned the Healthwatch website and the PPG development page. SS said it has been useful as they have "cribbed" things from it.</p> <p>JS mentioned that when the Deer Park Campaign Group met with Lou Patten, OCCG's Chief Executive in May this year discussion was had about need for new surgery certainly in the West</p>

of Witney due to all of the new housing. Lou Patten specifically said that there would be another workshop on this, there would be a planning meeting which has never come to fruition that would involve Deer Park Campaign Group, the Council and several other stakeholders including Healthwatch. They are trying to follow that action up. The point was made to Lou Patten that this work has already been done and there was the need for an extra surgery in Witney. The Locality plan (50-page document) has a section on estates which talks about the relocation of an existing surgery in Witney possibly the Nuffield and /or Cogges. When Deer Park Campaign Group have met with the CCG, they have talked about the need for another surgery for expanded Primary Care. The CCG are now seeming to be doing a “u” turn from saying there is a need for a new surgery – to now not saying they do not feel there is a need for additional Primary Care in Witney. Which is worrying as it sees the decision has already been made. JB asked what that was based on? JS replied she didn't know as it wasn't on the basis of the CCG's own admission.

GS said that building on what JS had said, the CCG have not engaged with patient in any coproduction sense with planning health care in West Oxfordshire. There is more PPPWO could do in a collaborative way to work together, on building something serviceable for the people in the community.

BC commented that in July 2018 she was invited to a workshop which materialised on the 21st September. BC was under the impression she was invited as a member of the Town Council. It had been advertised as a workshop. On attending it was a workshop to try to recognise when patients were having problems and that surgeries may be closing. A brainstorming session was held to see what could be done. The concern came in a reply to some of the letters to the Deer Park Patients Group saying that it wasn't a workshop but patient participation. JW asked why a workshop couldn't be Patient Participation? BC replied that there were no other patients there only BC and her husband. Her concern was that she doesn't represent all the patients in Witney.

JS said what the CCG have done is try to use that opportunity when BC went to the workshop ostensibly as Town Councillor and there to say that she was actually a Patient Representative of the Deer Park Campaign Group which wasn't the case. The CCG have said that this was evidence of consultation and involvement of patients.

BC said that she couldn't see how it could be called consultation when the discussion was trying to identify when surgeries were in problems and were likely to close and what that should be. Several organisations also attended, Healthwatch, NHS England, Laura Price representing the County, Neil Owen representing the District Council.

BC concerns is that his has been done before, if she hadn't gone to the workshop it would have come across as not interested

MB asked FC is there was a broad algorithm that says you need so many GPs per number of patients. FC replied that there is, it is based on space required per patient. Staffing varies depending on the practice and how they want to staff themselves. For example, looking at MB's surgery Bampton and comparing it with Windrush in Witney the nature of staffing would be very different

BC explained to MB that when they found out that Deer Park was closing, they had a statistician, stats were obtained for Witney the stats showed they were 5 GPs short, once Deer Park closed the statistic showed that they were 8 short in area.

JB read a letter regarding meeting between planning and CCG, Robert Courtes attended as well. JW asked if the letter was in the public domain. JB said she would need to check whether the information can be made public. JB said what is needed was proactive, preventative health.

Jeanette you may wish to add something else here.

	<p>BC said the Town Council are involved and are talking to developers, they are going to have a similar park (multi sports type) to Carterton on the new area on Downs Road in Witney.</p> <p>SS asked if the CCG get more money as population increases in West Oxfordshire. FC replied that it is formula funded. FC explained that he wasn't an expert in this field.</p> <p>GS said that as part of the plans for 2019 group need to come back following this meeting on how PPPWO can focus on something useful for developing health care as there is such a good opportunity available.</p> <p>ACTION JB to check whether the information in the letter can be made public.</p>
<p>11.</p>	<p>Governor updates</p> <ul style="list-style-type: none"> a) OUHT b) Oxford Health <p>MB & GS both took up position as OUH Governors on 1st October 2018. Both MB & GS attended a meeting to meet the Non-Executive Directors, the Chairman and the Chief Executive Officer.</p> <p>MB is hoping to attend all the PPPWO meetings.</p> <p>JB mentioned the OUH Governors meeting on 20th November in the Corn Exchange which is open to the public.</p> <p>JW asked if she could make a suggestion to both Governors that they may wish to talk to Professor Dant who is an expert in primary care and also a Governor.</p>
<p>12.</p>	<p>Updates from PPG</p> <p>Eynsham Medical Group</p> <p>RT mentioned that at the last PPG meeting they spent a lot of time with a doctor who is undertaking a funded study regarding hypertension in hospitals. One of the things that can be obtained from the NHS website, which the practice has confirmed as being accurate is in terms of conditions that people go to see their GP for; the largest percentage of time is taken up with hypertension, then obesity, followed by kidney disease and asthma. These account for 43% of a GPs time.</p> <p>The doctors' presentation showed that hospitals now log blood pressure results on a large database around OUHT. What is going to happen is that they are taking groups of patients to discover the linkage between blood pressure being taken in hospital and on release going back into the community. This large programme will be for around 2 years. The objective is to identify patients not previously diagnosed with high blood pressure who have been in hospital to try and find a link that will go back to the GP saying the patient needs dealing with. DH commented that surely info should be on discharge letters.</p> <p>RT also mentioned that the diabetics showed that no linkage exists between hospital stay and discharge.</p> <p>Charlbury</p> <p>DH said that PPG met this morning with the Practice manager, a lot of useful information was received but not for the PPPWO forum.</p> <p>SS said that they the PPG has been criticised in a small way for the lack of patient participation. What they would like to know is how often the PPGs represented at PPPWO meet with their patient population. Does anyone have open meetings?</p> <p>BC said that Cogges never meet with patients. Not open meeting</p>

	<p>LS commented that at Burford it isn't that they're not welcome, they're not interested.</p> <p>GS said anyone at the Nuffield who shows an interest is invited, SS asked if this was an open invitation to all the patients.</p> <p>PB – Chipping Norton PPG hold public events which means they are open. The PPG look to do at least one Health Fair a year.</p> <p>SS asked if there was set timings e.g. every 3 months or so for an open meeting to happen.</p> <p>LS commented that there seems to be ignorance and lack of interest in PPG activity at Burford, to explain the role of a PPG. Flyer were handed out at the flu clinic.</p> <p>GS made the point that perhaps engaging PPGs and patients could be part of the plan for 2019.</p> <p>RT said that he forgot to mention that the Eynsham PPG has two mothers with young children who have joined the PPG.</p> <p>SS reminded everyone of the Mori poll practice result which can be found at www.gp-patient.co.uk</p> <p>Bampton MB asked RT about his comments about the group consultations and surely it would be beneficial. RT said this has already happened in various places.</p> <p>FC said that one or two practices in the county were piloting this type of scheme. A Banbury practice is looking at running a respiratory group, whilst in the same practice a member of staff is interested in running a group for back pain.</p> <p>PB commented that diabetes group held at Chipping Norton is PPG led.</p> <p>Nuffield GS said that PPG meeting will meet just before the next PPPWO meeting.</p>
	<p>13 Healthwatch Oxfordshire update</p> <p>https://healthwatchoxfordshire.co.uk/wp-content/uploads/2018/10/Healthwatch-Oxfordshire-Report-to-HAWB-November-2018.pdf</p>
	<p>14 AOB including Christmas celebration</p> <p>ET gave a brief explanation on the plans for the PPG Forum events in January.</p> <p>SS asked if she emailed ET could a poster be sent out to PPPWO members with regards to a Dementia Information session on 1st December 2018</p> <p>GS asked where PPPWO members wanted to go for their Christmas meal, a discussion followed, and 3 final suggestions were made: The Blue Boar, Three Pigeons, The Plough and suggested after the meeting on 11th December. GS asked if ET could research and forward Christmas menus to PPPWO members.</p> <p>ACTION ET to send out menu choices</p>

Summary of Actions

Item 4

ET to contact WODC to book PPPWO dates for 2019.

Item 6

FC to follow up with the communications to the forums and the general public.

Item 7

FC to follow up if the CCG would recommend the screens for hospital waiting areas.

Item 8

Fergus to speak to Cogges Practice Manager.

Item 9

JB will follow up details after speaking to a Cabinet member for housing regarding coherent information and resources. She will also look at the possibility of a Cabinet member for housing attending a PPPWO meeting.

Item 10

JB to check whether the information in the letter can be made public.

Item 14

ET to send out menu choices.