

Minutes. NOLF

06 February 2018, 2.00 – 4.00 pm. Banbury Town Hall

Present	Name		Organisation / LF
	Anita Higham	AH	<i>Deddington, NOLF Chair</i>
	Jane Manley	JM	<i>Horsefair PPG</i>
	Paula Coniff	PC	<i>West Bar Surgery</i>
	David Heyes	DH	<i>Chipping Norton NOLF Vice Chair</i>
	Pat Wood	PW	<i>Citizens Advice NOSN</i>
	Judith Wright	JW	<i>GP / Cropredy</i>
	Barrie Wood	BW	<i>Horsefair</i>
	Fergus Campbell	FC	<i>OCCG Locality Coordinator (North and West)</i>
	Dave Winpenny	DW	<i>Chipping Norton HC PPG Acting Chair</i>
	Patricia Lesley	PL	<i>Bloxham/Hook Norton PPG</i>
	Rosemary Wilson	RW	<i>West Bar</i>
	Nicola Perrett	NP	<i>Healthwatch Oxfordshire (minutes)</i>

<p>1.</p>	<p>Welcome</p> <p>AH welcomed members to the meeting</p> <p>Apologies</p> <p>Brian Noble – Hightown PPG</p> <p>ACTION: NP to investigate why the agenda did not reach some people in the circulation list</p>
<p>2.</p>	<p>Declaration of Interest</p> <p>AH is an elected Governor by the people of the Cherwell area of the OUH trust. The acute trust has a contract with OCCG to deliver services.</p>
<p>3.</p>	<p>Minutes of the previous meeting (Dec 15 2017)</p> <p>AH asked for any amendments for accuracy The minutes were agreed as accurate</p> <p>AH advised the group that minutes will be held on the OCCG website with a link from the new Healthwatch site. This will be accessible to the public.</p> <p>ACTION: FC to check that the Agenda and Minutes are up to date.</p>
<p>4.</p>	<p>Matters arising</p> <p>Federations</p> <p>AH raised a question about GP Federations as there is some concern by other Locality Forum Chairs that there is no patient representation on Federations. She asked whether there is case to have a patient / PPG representative on the NoxMed Federation.</p> <ul style="list-style-type: none"> • JW advised the group that Federation is a contract holder with the County Council across practices and this works on a practical level, for example the Federation employs the EMPs (Emergency Medical Practitioners). Primary Medical Ltd (PML) became involved with the Federation as it had a business history and could enter into contracts. • FC alerted the group to the fact that OCCG has placed a new contract for community ultrasound. It has been let to Physiological Measurements Ltd which is also known as PML. FC said new leadership is encouraging working more closely together. It is a timely question but it could not be answered today. • DW questioned whether there needs to be a PPG representative because the Federation is concerned mostly with business decisions. • PW wondered whether that representative would be an individual voice rather than a representative voice of patients. A patient representative would need sufficient time and knowledge to participate fully.

	<p>JW's view is that Federations need to ensure that patients and GPs and their employees needed to know what they are thinking and that her now retired practice manager frequently raised this at meetings. All agreed that Communication was essential.</p> <p>Midwifery AH reported that there is still anxiety that there is only one midwife with a healthcare assistant at the Horton. Pressures at the JR on midwifery sometimes mean the Horton midwife can be called there. This has on one occasion left no midwife at the Horton. AH said this was not a satisfactory arrangement. JW said that GPs are not happy that obstetrics has gone from the Horton but accept that this has happened and understands the reasons why.</p>
5.	<p>Banbury GP Practices – concerns and update</p> <p>JM Horsefair</p> <ul style="list-style-type: none"> • There was a large turnover of GPs at one point. The situation is now getting better. There is a new telephone system and additional admin/reception cover. There are new doctors and a good practice manager. The Clinical Lead is Dr Tim Holt who spends three days in the practice and two as an academic researcher. This has energised the practice. The CQC has had a follow up visit and they are waiting for the report. JM said that patients expected better services from now on and are now giving positive feedback. They are on the way to improvement. • Sula Wiltshire and Ali Green from OCCG attended their PPG meeting. It was suggested that something be put into the Banbury Guardian about PPGs and the Locality Forum or about Horsefair as an individual practice. The group was asked about their views on this. There have been two local press requests for information about PPGs which have been critical. <p>AH Banbury Health Centre (no-one from their PPG was in attendance)</p> <ul style="list-style-type: none"> • The contract for Banbury Health Centre ends in March this year and is up for review. FC advised there are 6000 registered patients at this practice, which is small and they are tight on space. OCCG is looking at a number of options with a view to a sustainable future for the patients, but it cannot be a straightforward merger due to the nature of the contract. Current patients want the practice to stay where it is. OCCG is testing the market to find out whether there is interest in running the service in future and securing the routine primary medical care for the current 6000 patients. • The group expressed concern that people who attend the centre had not received the letter about the possible new arrangements – letters were only available on the counter at the practice but had not been sent out to patients. • FC said there are economies of scale with a larger practice, eg employing a wide range of staff with specialist roles and save on infrastructure costs. It is also easier for the practice to plan for services with a larger number of patients. <p>ACTION: FC will confirm what had been agreed about how the letter to patients about the merger was to be distributed</p>
6.	<p>The Horton – current thinking There is no further information at present as the report following HOSC referral to the Secretary of State was still awaited.</p>
7.	<p>CQC Oxfordshire system review – sharing and reflection The recommendations have not yet been published. It is known that health and social care</p>

	alignment has scope for improvement in Oxfordshire.
8.	<p>Chipping Norton Community Hospital – catch up</p> <p>AH stated that it is expected that when the second period of consultation by OCCG starts, probably next autumn, there will be a review of the number of community hospitals across the County. There is some anxiety about what that will mean for Chipping Norton but there is no further information at present.</p> <p>DH asked what is being done to monitor contracts, eg reduction of staffing and reduction of beds at Chipping Norton Community Hospital. FC advised that Oxfordshire County Council is responsible for this contract.</p>
9.	<p>Banbury a Dementia/Ageing Friendly town – should this be pursued?</p> <p>There are good examples of this in West Oxfordshire and Chipping Norton. The group Banbury Town Council to take this forward. AH had contacted the Town Clerk but there has been no further follow up. This issue is now included in Cherwell DC's Banbury Brighter Futures programme.</p> <p>RW said that Bodicote is a dementia friendly village. They had some training sessions which were very global and described broad symptoms that are not necessarily linked to dementia.</p> <p>PW talked about developing tolerance.</p> <p>FC said that the dementia friendly training is very supportive and helpful</p> <p>ACTION: FC will ask Maggie Dent to advise the group about how CDC's 'Brighter Futures' is taking Dementia Friendly communities forward in the coming year</p>
10.	<p>North Locality Plan – discussion</p> <p>http://www.oxfordshireccg.nhs.uk/documents/work%20programmes/north-oxfordshire-locality-place-based-plan.pdf</p> <p>AH remarked that the plan is very long and questioned what it means to the average patient.</p> <p>FC said the published draft is a working document and that OCCG plans to produce a summary document informing people more widely.</p> <ul style="list-style-type: none"> • Page 5 attempts to summarise the wider view. The communications team has been consulting on formats for a summary document. • Page 30/31/312 is the detail about what will be done and the resources needed. • There is a diagram with timescales for different projects and implementation <p>The plan has been agreed, published and will now be implemented. It is intended as a working document. There will be a summary for wider circulation.</p> <p>PW talked about supporting people to engage with the process of a Social Prescribing rather than signposting. FC discussed the role of GP practices in Social Prescription. The aim is that there will be structure, support and information available. OCCG has earmarked resources for this and Citizens Advice has bid for funding. This is an area of development to monitor.</p> <p>JW added that sometimes developments are not just about improving but also maintaining existing services.</p>

11.	<p>Thames Valley Integrated Urgent Care Plan</p> <p>AH referred to this plan (NHS 111etc), and asked the group whether they might invite the Thames Valley Urgent Care Team to the public meeting on June 14th. The group agreed it would be a good idea. FC said this is a non-specialist route for all to access services. It was also agreed to include Social Prescribing and how to access services via GPs then.</p>
12.	<p>Healthwatch Oxfordshire – website update Role within OCC's Health and Wellbeing Board</p> <p>AH will not be able to attend the launch of the HWO website. HWO is being much more dynamic in its engagement across the County.</p> <p>The County Council is talking to all LF chairs, reviewing the function of the Health and Well-Being Board in bringing together health and social care. The Joint Strategic Needs Assessment (JSNA) is used to base the annual county Strategic Plan for the Improvement of the Health and Well-Being of the People of Oxfordshire.</p> <p>The H&W-B Board must ensure that commissioners and providers are compliant with the annual Strategic Plan.</p>
13.	<p>NOLF deputy chair</p> <p>There is a vacancy from March as DH has now held this post for a year as agreed. FC referred to the terms of reference which states that all NOLG's PPGs are to be given 4 weeks' notice for a candidate to stand via the practice managers</p> <p>AH advised the group that March 2019 is the end of her term as chair and electing a deputy chair could support succession planning.</p> <p>This will be followed up at the NOLG meeting on 20th February</p> <p>ACTION: FC will send information about the election of a deputy chair to practice managers. He will forward the paperwork to NP to circulate to the group for wider dissemination.</p>
14.	<p>AOB</p> <ul style="list-style-type: none"> <p>• Healthshare</p> <p>DH said the service isn't working. AH asked for any feedback examples to be emailed to her, as she was due to speak at the Health, Overview and Scrutiny Committee (HOSC) on Thursday. There are good and bad examples of service. There is concern about the performance of the contract and its monitoring.</p> <p>FC said there is close working on the contract and suggested asking about awareness of known issues</p> <p>AH advised the group about the scope of 'Healthshare' whose service is for patients referred by GPs or who self refer.</p> <p>• Membership of the Acute Trust - OUH</p> <p>AH asked the group to distribute membership information and encouraged group members to join. FC advised the group there are two other trusts which they can join: Oxford Health Foundation Trust, (Mental Health and Community Health - OHFT) and South Central Ambulance Services Foundation Trust (SCAS)</p> <p>• JM circulated a leaflet with information and contact details about patient and public involvement in health research</p> <p>• FC told the group that Dr Paul Park, the current Locality Clinical Director, has decided to step down. There will be a process to appoint a successor.</p>

15.	Dates and venues for next meeting 24 th April 2018 2pm – 4pm
	Summary of Actions ACTION: NP to investigate why the agenda did not reach some people in the circulation list ACTION: FC will confirm what had been agreed about how the letter to Banbury Health Centre patients was to be distributed ACTION: FC will ask Maggie Dent to advise the group about how CDC's 'Brighter Futures' is taking Dementia Friendly communities forward in the coming year ACTION: FC will send information about the election of a deputy chair to practice managers. He will forward the paperwork to NP to circulate to the group for wider dissemination. ACTION: NP to check current bookings and explore the new community facility at the Banbury Waitrose.