

Minutes. NOLF

04 September 2018, 2.00 – 4.00 pm. Waitrose Community Room, Banbury

Present	Name		Organisation / LF
	Anita Higham	AH	Deddington, NOLF Chair
	David Heyes	DH	Chipping Norton
	Patricia Lesley	PL	Bloxham/Hook Norton PPG
	Brian Noble	BN	Hightown PPG
	Rosemary Wilson	RW	Mental Health representative
	Peter Branson	PB	Chipping Norton PPG
	Jane Manley	JM	Horsefair PPG
	Dr Judith Wright	JW	Cropredy Surgery
	Sally Miller	SM	Wychwood Surgery PPG Chair
	Barrie Wood	BW	Horsefair
	Dave Winpenny	DW	Chipping Norton PPG
	Pat Wood	PW	Citizens Advice NOSN
	Fergus Campbell	FC	OCCG Locality Coordinator (North and West)
	Nicola Perrett	NP	Healthwatch Oxfordshire (minutes)
	?		Banbury Young Homeless representative.

1.	<p>Welcome</p> <p>AH welcomed the group to the meeting and the members introduced themselves</p>
2.	<p>Apologies</p> <p>Andy Anderson (Deddington) Paula Coniff (West Bar) Charles Keighley (Wychwood) Rob Jones (KTHG)</p>
3.	<p>Minutes of the previous meeting (12 June 2018)</p> <p>Correction: Page 4 typo 'h' missing from 'he'</p>
4.	<p>Matters arising not covered in the remainder of the Agenda</p> <p>FC Item 7: update on Banbury Primary Care – any discussion will be included in the other agenda items at the request of the group NP Item 5: There is no information further to the presentation given about the 111 service on the Healthwatch Oxfordshire website</p> <p>AH updated the group that the Locality Forum Chairs are concerned with engagement and are raising this with the CCG Chair and Chief Executive to determine what engagement means in reality. The questions from the CCG have been circulated to the members of the NOLF steering group but AH has received no response</p> <p>AH read a statement from Rob Jones about the Horton Hospital. He asked how to make the 111 service more widely known. He also expressed concern about telephone triage and pharmacists reviews. The group discussed pharmacists' reviews of medicines and that they get paid for this as part of a long-term NHS England service. They check that patients understand what they are taking and that they are actually taking the medicine. Any concerns are to be fed back to GPs.</p> <p>The group discussed prescription by mail services. FC highlighted the downside that contact with the clinician is lost.</p> <p>Action: FC will send some publicly available information to NP for circulation about pharmacists medicine reviews</p> <p>https://psnc.org.uk/services-commissioning/advanced-services/murs/murs-the-basics/</p>
5.	<p>GP member of NOLF SG</p> <p>Dr Judith Wright has retired as a GP. AH was delighted that she and NOLG had agreed that she will continue to be the GP representative at NOLF.</p>
6.	<p>'Age-Friendly Banbury' – report and what should it look like?</p> <p>Age UK Oxfordshire with the County Council is focussing on Banbury as a project area and has applied for funding from The Big Lottery Fund. Feedback from PPGs into this is welcomed in response to the question, "what should we be promoting from the point of view of patients and</p>

	<p>carers".</p> <p>FC asked that the same reflections be reported into the older people's strategy</p>
7.	<p>Overview and Scrutiny Committee (HOSC) for the Banburyshire/North Oxon area – progress on the Independent Reconfiguration Panel's (IRP) requirement for the future of the Horton</p> <p>Arash Fatemian is chairing this in his role both as Chair of the OCC's HOSC and as the County Councillor for North Oxfordshire.</p> <p>The IRP process requires that representatives of the 3 District Councils involved meet to review the IRP responses and recommendations. The meeting is scheduled for September 28 at 2.00pm in Banbury Town Hall.</p>
8.	<p>AH's visit to Merton Street Mosque – report – how should NOLF engage with the South Asian and other main immigrant communities in Banbury, as well as with the PPGs based in the rural GP surgeries?</p> <p>About 30 people attended this meeting. The main focus of local concern is drug sales and grooming in Banbury.</p> <p>There was also some concern about parking</p> <p>AH raised the topic of engagement with health services. There was an unwillingness to discuss this. The group discussed the preference of some communities to attend A&E rather than a GP as it is anonymous and also in the belief that the staff are better qualified.</p>
9.	<p>How should we encourage more PPGs to be actively engaged with NOLF?</p> <p>AH expressed frustration that not all 12 practices' PPGs are involved in the North Oxon Forum's Steering Group. AH has had contact with Banbury Health Centre and with Windrush PPGs but they choose not to come.</p> <p>Sibford and Woodlands have been harder to engage with.</p>
10.	<p>Oxfordshire's 'Older People's Strategy' – response to AH's request for suggestions</p> <p>(Discussed after item 6)</p> <p>AH has attended co production training. She explained this as identifying and planning developmental change from the bottom up, with collaboration and joint ownership</p> <p>The current older people's strategy is out of date and is being reviewed. AH has been invited to be a member of the OCCG group which is, with OCC, reviewing this strategy. The CQC is returning to Oxfordshire in early November to review progress with regard to this strategy and also about the quality of improvement in the functioning of the OCC 'Health and Well-Being Board' and also in how well the major NHS Heath Trusts and OCC are interacting.</p>
11.	<p>All Local GPs very concerned about over use of Horton A&E and rather than attendance at GP/Primary care surgeries – see attached analysis – Urgent Care Activity</p> <p>The group reported feedback received of cases where people use A & E rather than other Services, especially families with children who are anxious.</p> <p>The analysis of A & E services is not yet ready for publication. FC highlighted that minor attendances are high in Banbury compared with the rest of Oxfordshire.</p>

	The group discussed the need to look at this from the patient's point of view, but also that patients need to take responsibility
12.	<p>Integrated Care Systems - OUH+OH+OCC - Is there any progress?</p> <p>AH reported that children and families services have been much reduced at Oxfordshire County Council. There is concern about a lack of commitment to engagement by Oxford University Hospitals NHS Trust with the OCCG and with the other NHS Trusts and OCC as a Social Care commissioner and provider.</p>
13.	<p>LFCs' meeting with Oxon Clinical Commissioning Group on August 30, patients' complaints about lack of consultation with regard to Ear wax removal treatment by GPs and the cessation of Vasectomies and Sterilizations, were raised</p> <p>These issues have been raised with OCCG but there has been no response.</p>
14.	<p>Agree theme for Chipping Norton public meeting September - suggestions thus far are attached and from Dave Winpenny, David Heyes and Gordon Moultrie.</p> <p>Discussed out of order after matters arising as this will take place soon on 25th September</p> <ul style="list-style-type: none"> • DW raised the issue of the perceived difficulty of hiring staff whereas in Chipping Norton this is not a problem • DH/DW get feedback that the only options are drop in, today or 3-4 weeks' time for appointments. In many cases appointments could wait 3 or 4 days but this isn't an option. FC said there is scope for discussing drop in services either on an individual PPG level or across the area. • The group discussed the option of focussing the event on the community hospital, but it was decided that the meeting needed to focus on primary care / OCCG work. <p>PB suggested the North Oxfordshire Locality Plan could be a focus,</p> <p>AH agreed and suggested involvement from Dr Neil Fisher, and other local health leaders.</p> <p>The focus was agreed as 'What does the North Oxfordshire Locality Plan mean for Chipping Norton and the surrounding area?' and that the group would invite</p> <ul style="list-style-type: none"> • GPs – Dr Neil Fisher (clinical lead and local GP roles) • Practice Managers (FC) • Patient representatives (NOLF representatives to attend) • District Council Officers (FC) • Citizens Advice (either Teresa Archer or Pat Wood for Social Prescribing) <p>Action: FC to invite practice managers and district council officers to the meeting Action: NP to liaise with colleagues to issue a press release and include information in the Healthwatch Oxfordshire bulletin Action: AH and PB to finalise the event plan</p>
15.	<p>Agree dates for 2019 meetings: NOLF SG meetings Feb, Apr, Jun, Sep, Nov NOLF Public meetings Banbury in May 19, Chipping Norton in November 19</p> <p>Subject to venue availability:</p>

NOLF Meeting 04 September 2018 Waitrose Banbury

	<p>The Waitrose Community Room on the first Tuesday in the month: 5th February 2019 2nd April 2019 4th June 2019 3rd September 2019 5th November 2019</p> <p>Banbury 16th May 2019 – Banbury Town Hall Chipping Norton 1st October 2019 – Chipping Norton Town Hall</p> <p>Action: NP to check venue availability for 2019 meetings</p>
16.	<p>AOB</p> <p>The CQC Report about Horsefair is causing concern</p> <p>RW told the group about ‘Sound Resource’, a choir that meets in Stanbridge House on a Tuesday 11 - 12.</p> <p>DW told the group about Chippy Wellfest on 29th September. It is being held at the theatre and will include sessions such as yoga. The aim is to get people to take responsibility for their wellbeing</p>
17.	<p>Confirm Dates and venue for forthcoming NOLF Steering Group meetings.</p> <p>6th November 2.00 – 4.00 To be held at Waitrose Community Room Banbury</p>
	<p>Summary of Actions:</p> <p>Item 4: FC will send some public information to NP for circulation about pharmacists medicine reviews Item 15: FC to invite practice managers and district council officers to the meeting Item 15: NP to liaise with colleagues to issue a press release and include information in the Healthwatch Oxfordshire bulletin Item 15: AH and PB to finalise the event plan Item 16: NP to check venue availability for 2019 meetings</p>