
Minutes. NOLF

6th November 2018, 2pm. Community Room, Waitrose

Present	Name		Organisation / LF
	Anita Higham	AH	Deddington PPG / Chair
	Patricia Lesley	PL	Bloxham & Hook Norton PPG
	David Heyes	DH	Chipping Norton PPG
	Dr Judith Wright	JW	Cropredy PPG
	Peter Branson	PB	Chipping Norton PPG
	Brian Noble	BN	Hightown PPG
	Paula Coniff	PC	West Bar PPG
	Dave Winpenny	DW	Chipping Norton PPG
	Barrie Wood	BW	Horsefair PPG
	Jane Manley	JM	Horsefair PPG
	Andy Anderson	AA	Deddington PPG
	Emma Teasdale	ET	Healthwatch Oxfordshire (Minutes)
	Sally Miller	SM	Wychwood PPG
	Fergus Campbell	FC	OCCG

1.	<p>Welcome</p> <p>AH welcomed everyone to the meeting. Formally introduced ET as the new Community Involvement Officer Localities for Healthwatch Oxfordshire.</p>
2.	<p>Apologies</p> <p>Rosemary Wilson Rob Jones</p>
3.	<p>Declarations of Conflict of interest</p> <p>AH is a publicly elected Governor of Oxford University Hospitals Trust.</p>
4.	<p>Minutes of last meeting 4th September 2018</p> <p>Agreed as correct.</p>
5.	<p>Matters arising</p> <p>Item 4: FC pointed out the information was on the bottom of page 2 of the minutes.</p> <p>Item10: Older People’s Strategy is going to be submitted to the Health and Wellbeing Board on the 15th November.</p> <p>Item 15: The Banbury public meeting was attended by one Practice Manager and one District Councillor.</p> <p>Item 16: Dates for 2019 were booked with Waitrose Community Room 2-4pm all except 4th June. However, they could accommodate an earlier time. NOLF members agreed that they were happy to change to an earlier time.</p> <p>OUH is setting up a Health and Wellbeing Centre at Horton A&E AH has been invited to attend FC said it was in relation to health improvement. The link to information about the service is https://www.ouh.nhs.uk/patient-guide/here-for-health/default.aspx . This does not mention the Horton centre which we have heard is due to open shortly.</p> <p>ACTION FC to send ET the link post meeting. – completed – 16/11 ET to confirm the booking for 4th June as 10 – 12pm.</p>
6.	<p>Update on the "Horton HOSC" (Health Overview Scrutiny Committee)</p> <p>The next meeting is scheduled for 26 November at Banbury Town Hall. More information available at http://mycouncil.oxfordshire.gov.uk/ieListMeetings.aspx?CId=1070&Year=0</p> <p>The public meeting is due to be held between 2 & 4pm in the Town Hall. There is a 3rd meeting date due to be held on the 7th February 2019.</p> <p>Unsure which gentleman said this There is concern that both the Chipping Norton and Banbury Maternity units have closed at times when the JR is over extended.</p> <p>DW asked if staff are moved is this reported as to why and when. AH said it is reported to the trust board.</p>

	<p>Unsure which gentleman mentioned this: A year ago there was a rumour of the unit closing, a written response was received saying it was only for a short period of time. But it now seems to happen more often.</p>
<p>7.</p>	<p>Update of OUH Governor Matters AH is a publicly elected Governor of Oxford University Hospital Trust 23mins</p> <p>Each District Council area there is a statutory requirement for 2 publicly elected governors. AH has been re-elected in the Cherwell area.</p> <p>The main issue currently is to appoint a Chair of the Trust there are also 2 non-executive directors' vacancies. These appointments are also appointed by the Council of Governors. None of the current 8 members are from the North of the County.</p> <p>AA asked where it is advertised. FC suggested the Trust website. AH said the head-hunters Odgers Berndtson were the organisation chosen to lead the search for potential candidates: https://www.odgersberndtson.com/en-gb</p>
<p>8.</p>	<p>Public Meetings 2019 – Banbury Feb? Mid-late Jun? Chipping Norton September?</p> <p>This year's Chipping Norton meeting. FC put together some notes which were distributed. The event wasn't as well attended as in previous years. There was little publicity. This may have been due to change over period between NP leaving and ET starting at HWO</p> <p>AH For future reference any notice to Chipping Norton news must be sent at least 6 weeks prior to the event. The contacts are Dr Keith Ruddle or Jill Thorley?</p> <p>Dates chosen for 2019 NOLF Public meeting Banbury, Thursday 6th June 1915 – 2130 NOLF Public meeting Chipping Norton, Wednesday 25th September 1915 – 2130 AH asked ET to book both Banbury and Chipping Norton Town Halls, ASAP</p> <p>If Banbury Town Hall is not available, alternatives suggested could be: Spiceball? Wood Green? If Chipping Norton Town Hall is not available alternatives suggested might be: Glyme Hall, Baptist Church Hall? Retirement Home – Penhurst – Community room</p> <p>AH asked group to think about subjects/ topics and to bring to meeting in February, any significant issues that the average patient are concerned about What issues are PPGs hearing/getting from Patients/Committees/the local community?</p> <p>Action: ET to email Banbury Town Hall re 6th June 2019 – done 7th Nov 2018 ET to email Chipping Norton Town Hall re 25th September – done 7th Nov 2018 ET Agenda point for 5th Feb 2019 – TOPIC for Public meetings</p>
<p>9.</p>	<p>What is the CCG's plan for bringing the PPGs and Practices together?</p> <p>AH introduced an alternative topic of on-line triage.</p> <p>FC the CCG has had small amount of funding from NHS England to pilot and explore different models of electronic contact between patients and doctors offering an additional route. As it is an emerging area of technology there are several organisations with various products. The CCG have investigated various products and are offering the chosen system to a few practices who have volunteered. In the North, Deddington Health Centre volunteered.</p>

	<p>UPDATE – Andy A advised after the meeting that the practice have decided not to participate at this time.</p> <p>FC A patient using the e-triage system will answer several questions to be guided to a particular service within the practice.</p> <p>SM asked if it was what people called signposting? FC replied that it was related to signposting. The e-triage is trying out an electronic package establish what a patient requires without the need for human contact, trialling n electronic package. Chipping Norton have extended their website to utilise</p> <p>AH suggested using AA as Chair of PPG to learn as much about the system at the Deddington system, with the NOLF members pushing their questions to AA to put to his practice.</p> <p>ACTION Keep feeding information and questions to AA AA will send a short report regarding the meeting on the 15th November</p>
10.	<p>Healthwatch Oxfordshire: North Oxfordshire event</p> <p>ET gave a brief overview by highlighting that it is part of Healthwatch Oxfordshire's remit to support the development of PPG's in the County. Work has already begun with a page on the website dedicated to PPG's.</p> <p>AH asked if the CCG are involved. FC said that this is work that has been commissioned to Healthwatch by the CCG and confirmed that as plans develop the CCG will support with anything they can.</p> <p>SM asked for it to be noted that she has received a few complaints from members of her PPG who have visual issues; about the fortnightly HWO briefing that is sent out via email and that the blue background makes it difficult to read. SM also said that one lady in particular has written to the top and I extremely dissatisfied with the response. ET will give feedback to RM at HWO.</p> <p>AH recalled to the group that every GP practice or surgery as a business has within their annual contract a commitment must establish a physical or virtual PPG.</p> <p>DW commented, if every GP practice has to have a PPG but there are to his knowledge, no best practices for how that PPG should be set up or how it should interact with the practice. The practice is a business, there is nothing that he has found to back up a PPG for when practices treat them as a box ticking exercise. If that sort of advice can be part of the outcome of the PPG/ Practice Forum Events, then it would help everyone to apply the critical friend pressure.</p> <p>AA Deddington PPG is wanting to revamp. He found a Code of practice for PPG which he sent to the practice, it was on how to run a PPG, election of officers etc. We should be sharing this information through ET.</p> <p>JM. has asked her practice Horsefair Practice to join National Association of Patient Participation (NAPP) they have agreed JM to give ET a contact. Post meeting ET added website link https://www.napp.org.uk/</p> <p>AA asked if the planned meeting will be a face to face meeting between practice managers and PPGs, he would like to see some third parties by way of GP's in attendance, this would assist practice managers who have a real difficulty in getting GPs to engage.</p>

	<p>PL it is important that we think about the patient. There are a lot more elderly people within society who won't have an idea on electronic information. Therefore, any idea should be followed up or supported with in service training within small units within Practice. Previous practice in Solihull took this stance and it worked.</p> <p>JW is seems that maybe GPs haven't discovered what PPG's can do.</p> <p>PC at West Bar the GP's have a rota so that one GP attends each PPG meeting. The GP's and Practice managers hear directly what the patients have to say.</p> <p>BN the Hightown PPG comes up with ideas but hit clinical resistance at practice nurse level, some GP and Practice Manager level. The PPG appreciate the GP's and Practice staff are under pressure potentially and anything that the PPG who are seem as volunteers are seen as an extra work, and perhaps just a tick in the box for CQC. The Hightown PPG consider that there would be an ability to provide a better strength if there was a network of PPG's.</p> <p>AA, need to find out from PPGs who have GPs who are keen to support the PPG and share the information</p> <p>DW frustrated that he can't get details from Practice details of patients to be able to communicate with them as the PPG. He explained he has gone a little "off piste" and has started a Facebook page which has over 600 members already. They have started running events.</p> <p>AH – PPGs please send any information to ET for putting onto the HWO website.</p> <p>ACTION ET to report to RM at HWO reference the blue background on the news briefing. JM to forward links to ET from NAPP</p>
<p>11.</p>	<p>a) AOB</p> <p>BN commented about choose self-care and whether this could be the type of information which would be ideal for TV screens in practices. Self-Care week 12 – 18th November 2018.</p> <p>FC the CCG have had some money for tv screens, they will need to show some compulsory information, but practice can decide what other information goes onto it. Every 3 months there are campaigns that need to be placed on the screen. FC requested any feedback emailed to him.</p> <p>JM handed around a leaflet County of Oxfordshire Of Advice on Care and Health ET to put info and link on minutes www.my-coach.org.uk</p> <p>PB would like to hear from other PPGs during the NOLF meetings, can it be an agenda item. AH suggested that it could be agenda item for the February meeting where the discussion will also be held on issues in our communities for the Public Meetings.</p> <p>AA attended NOLG meeting, the area that he thinks NOLF can help is where there was a lot of discussion and plans shown on the Integrated Front Door Policy. This is a new system where GPs are triaging patients in A&E. FC confirmed that it was still in the early stages. AA expressed his concern that despite there having been a lot of discussion there was no patient input. He put a statement in that patients should be involved as to how it could develop.</p> <p>FC reported that local GPs shadowed the existing triage system for a week to assess how many patients could or should have gone to primary care instead. AA said that there was a reasonably high percentage of patients shouldn't be in A&E.</p>

	<p>AH reported that even if patients attend A&E unnecessarily the OUH will charge the CCG.</p> <p>FC part of the investigation at the moment is whether the Out of Hours service could be linked together with the Integrated Front Door Policy.</p> <p>AA at NOLG meeting Healthshare mentioned specifically finding issues engaging with the North of the County. AA is going to meet with Healthshare to discuss further</p> <p>DW want to know why with NHS funding OCCG has the individual lowest value. I can't hear the correct answer to this question</p> <p>Confirm date and venue of next meeting: February 5th Waitrose Community Room, Banbury Tuesday 5th February 2019 2 - 4pm</p> <p>ACTION PB would like to hear from other PPGs during the NOLF meetings, can it be an agenda item. AH suggested that it could be agenda item for the February meeting</p>
	<p>Summary of Actions</p> <p>Item 5: FC to send ET the link post meeting 13 mins 57 Item 5: ET to confirm the booking for 4th June as 10 – 12pm. Item 8: ET to email Banbury Town Hall re 6th June 2019 – done 7th Nov 2018 Item 8: ET to email Chipping Norton Town Hall re 25th September – done 7th Nov 2018 Item 8: ET Agenda point for 5th Feb 2019 – TOPIC for Public meetings NOLF members to feedback ideas for Public meetings. Item 10: ET to report to RM at HWO reference the blue background on the news briefing. Item 10: JM to forward links to ET from NAPP. Item 11: PB would like to hear from other PPGs during the NOLF meetings, can it be an agenda item. AH suggested that it could be agenda item for the February meeting</p>