

Manor Surgery Public Participation Group

Minutes of meeting Tuesday, 22nd November 2022

Attendees: Peter Coggins (Chair), Ursula Kneisel, Emma Teasdale, Maya Roy-Remarhi, Naomi Roy, Viv Miles, Linda Southern, Pauline Allen, Anne Harrap, Pat Moss, Emily Shipway.

Apologies: Tracy Rees, Margaret Simpson, Cath Greehy, Mireille and Brian Steer.

Presentation: The Role of Healthwatch Oxfordshire by Emma Teasdale, Community Involvement Officer, Healthwatch Oxfordshire.

Emma called Healthwatch the patients' watchdog and said that they helped patients to direct any complaints to the right place.

A Question and Answer followed Emma's presentation, summarised as follows:

Take a look at the PPG website - should we consider short videos of different roles within the Practice?

Healthwatch supports practices who have PPGs and encourage those that don't to set one up. 12 standard members is recommended for PPGs by NAPP (National Association of Patient

There is no requirement for PPGs to fund raise. Homewatch encourage PPGs to share good practice.

Healthwatch has the power to 'Enter and View' in Care Homes and Hospitals and they can talk to patients and staff. Visits can be made on the request of patients - and Healthwatch are not required to let them

know that they are visiting (though they usually do). They can only visit institutions where there's public funding. They write reports and give feedback. All Healthwatch staff are Enter and View trained and all have basic knowledge re Dementia. They can ask the staff about the training they're receiving - no personal data is taken.

Manor Surgery Update (Emily)

Emily said that they had been super busy picking up things that Covid stopped. They are starting their Training Programme again - having monthly meetings and Focus Groups looking at various issues and considering how PPG could be involved with some of these.

A new GP is starting next week - six sessions a week.

Architects are undertaking a review of the space in surgery.

There are 19,500 patients on their books and the second Barton Development will increase this number.

Vaccinations Clinics have been offered most Saturdays since the beginning of October. No further Covid booster clinics are planned - there was a very poor response from the Over 50's. A couple of Flu Vaccination Clinics are planned.

The Surgery had been overwhelmed with patients with upper respiratory tract problems.

95% of appointments are now face to face - though some patients prefer a phone call. Re: the website - there's a need to make patients think There is a new reporting tool used by the Practice which could be the subject of a future PPG meeting. Self-help has gone out of the window with patients no longer using their common sense. They also try to

'game 'the online appointment form by overstating their symptoms to ensure that they get to see a doctor.

Getting the balance right is quite difficult. The receptionists are now using the same triage form as on-line . Another question needs to be added about if the symptoms have been less than 24 hours. A decision was taken to close the forms over-night.

Re: text messaging - if patients opt out, they opt out of everything.

The NHS does not tell GP Practices what they are sending out on their website which can result in a flood of enquiries about something on the NHS website.

In January, Super Saturday Clinics are being planned - the first one 31st January. These clinics will be varied: flu/covid/nurses clinics/over 50's audiology etc.

The issue of whether or not patients can be given full access to their records is still being discussed and waiting to be resolved. There's the issue of safe guarding; GPs also write notes in GP language which could lead to misunderstandings. The website Patient Access gives patients access to their records but patients have to request this access.

AOB

Peter asked that members of the group contact him with any suggestions about issues/topics/speakers for future meetings.

The meeting closed later than planned because it generated very useful discussion.

Date of next meeting: TUESDAY, 17th JANUARY, 5pm at the surgery.