

Manor Surgery Patient Participation Group

AGENDA

Monday 16 September 2019, 1830-2000, Manor Surgery
VOLUNTEER NEEDED TO TAKE NOTES

Please ensure you have registered your number plate on the system in reception if you have parked in the Surgery car park.

1830	Welcome and apologies
1835	Notes and matters arising
1845	Manor Surgery update: Emily Shipway, Practice Manager - website refresh
1905	Dr Joe McManners: update on the development of OX3+ Primary Care Network
1925	OX3+ Primary Care Network: group discussion - Brief summary on how Manor and Hedena PPGs operate - What would be the benefits and drawbacks of working together at a PCN level? - What topics/approaches would work well on a locality level? - How would the PPGs practically work at a PCN level? - What should happen next?
1935	PPG member updates
1945	AOB
2000	Meeting closes
	Date and time of next meeting - Tuesday 19 November, 1830-2000

2) It was generally felt that Clare Housdon's talk at the last meeting focussed too much on diabetes which indicated that she hadn't done her homework.

Primary Care Networks (PCN)

A sheet was handed out which listed the PCNs in Oxfordshire and showed on a map where they are located. It was noted that Botley is in a PCN with Faringdon.

Primary Care needs bolstering, hence the introduction of PCNs.

The CCG is currently responsible for GP practices but next year this responsibility will pass to the PCN. It was asked how the Oxford Federation fits into this structure and the answer was that it is responsible for extended access services. 7 day GP access is provided in different locations. On Monday, Friday and Saturday it is run from Manor Surgery. The concept started in East Oxford but has now been extended to other parts of the city. Appointments can be booked through each surgery when it is open. Originally it was just GPs but now includes other professionals. The out-of-hours service remains in Manzil Way. Staff for both these services are employed by the Federation. The employment of other professionals was designed to release GP time but this means that GPs only see complicated cases which puts a strain on them.

Tracey said that the NHS App is now available which can be used to book appointments and see medical records, though proxy access will not be possible until January 2020. You don't need to visit the surgery to sign up for it.

With Patient Access proxies can already be used, there is a new form to fill in.

Joe McManners and Justin Avery from Hedena are the joint clinical directors of the OX3+ PCN. A clinical pharmacist has been appointed who used to be employed by the Federation but is now employed by the PCN.

Social prescribing needs more support but does not fall within primary care e.g. obesity. Sarah Flexen at Hedena has done well in this role.

There will be several PPGs within each PCN. PCNs will employ Social Prescribers and Clinical Pharmacists to cover the area. Tracey will contact the Chair of the Hedena PPG to invite her here. There is a new PPG at Hedena and a new Chair. Liaison with Hedena PPG has not worked well in the past. Joe will be at our September meeting. The surgeries will remain separate.

Emily will combine her draft PCN framework document with Oxford PPG Forum (handed out). Thanks to Peter C for his feedback.

Tracey is on the City PPG and represents the City on the County PPG.

General Medical Services is the contract for all GP surgeries and sets out what services Practices have to provide. The CQC monitors it to see how surgeries deliver against the contract. Oxford Federation receives its own funding for the seven-day access service.

Margaret said that the NIHR Research Group runs social prescribing and Margaret attended a meeting today but did not learn a bit and it was not what she wanted.

Trish volunteered to help with researching patients' views on the quality of service provided by the Manor Surgery but the government has organised its own Friends and Family Test for recommendation feedback, so Trish is not doing her own survey.

Gwilym wondered how professional accountability worked as he had heard of someone starving to death in their own home. He thought delays in CPS checking was causing problems.

Peter L asked about plans for Physician Associates but Anita was not aware of any.

Manor Surgery Update - Anita

Dr Freeman will retire at the end of August and will not be replaced. The Practice wants to boost minor treatment services and so there is a need for more nurses rather than GPs.

Emily is working on the web-site.

A video consultation system will be trialled with four clinicians soon.

"E- Consultations" will be available once the website has been prepared. A form is downloaded, completed and sent off.

Emily is attending a meeting on 31 July with Penny Thewlis of Age UK & Age-Friendly Oxford.

Richard Bradley of Headington Action is running a Loneliness Project

Date of Next Meeting: Monday 16 September

Peter Coggins