

Patients' Participation Group

Minutes of meeting held 17th January 2023 at The Manor Surgery

Present: Noemi Roy, Marie Vickers, Peter Coggins (chair), Margaret Simpson, Anne Harrap, Ursula Kneisel, Lynda Southern, Maya Roy-Romahi, Emily Shipway, Viv Miles

- 1) Apologies: Tracy Rees, Pat Durrant, Cath Greehy, Pauline Allen

- 2) Matters Arising

There were no matters arising from the previous meeting

- 3) A presentation by Noemi Roy: 'Patient Involvement in Medical Education' (PP attached). Noemi explained why it is important to involve patients in the teaching of medicine – different perspective to that gained from textbooks and lectures. There is a need for patients to be involved in the 5 main aspects of the student experience: Selection, Teaching, Assessment and Feedback, Development of Modules and Assessment, Quality Processes and Governance.

There followed a discussion on how the PPG might be involved in supporting this process. Scheduled Saturday clinics might be a way of promoting the idea and recruiting potential volunteers. 18th Feb. was suggested as a possible date to do this for the first time. Contacting Age UK was also suggested as a way forward to promote PPI.

- 4) a) Practice Update. Emily reported that there is still a very high level of use with 700 phone calls on one Monday morning, rather than the usual 500 but the practice has managed to deal with all the triage referrals on the day of demand. The Surgery, along with all others, had been put on a

Level 4 alert for the first ever time. The 111 service requires slots that can be booked in at The Manor. Average waiting time is 4 hours. The system is looking at more initiatives to deal with such heavy demand. The Virtual Ward is now being developed across the city.

b) The Manor has one new GP making 14 in total and a Care Co-ordinator and is recruiting for more GPs. The Manor plans to adopt AHAH (Acute Hospital At Home). See yesterday's "Panorama"

c) Patients should be encouraged to use the on-line form to request appointments. Using the screen in the waiting room was suggested as a way of encouraging patients to use the on-line form. Large numbers of patients are going to the Surgery to make them which means the reception staff are having to go through the same questions with them as are on the on-line forms. The QR code that links to the form has been put up in reception for those patients who have a smart phone. Lynda asked if the PPG could be used in any way to support encouraging patients to use the form rather than trying to book an appointment in person. Emily agreed that the PPG's assistance would be helpful and suggested the Saturday clinics could be a time to do this. The next clinic is on 21 January and then 18th February. Noémi will provide a leaflet advertising her research for the February clinic but can't be there in person. The PPG could provide coffee at these meetings.

d) there was a query about how strict the boundaries within which people are eligible to be considered as patients at The Manor. It has become increasingly strict as numbers of patients keep on rising. An exercise to search for ghost patients was suggested.

e) The helicopter pad should be removed by the end of January.

- 5) AOB Viv relayed a request from Oxford Brookes Health Research team to come and speak at a future PPG meeting about the PPG's possible involvement in research and the potential benefits for the practice. Brookes is doing patient engagement with nurse trainees. It was decided they could be invited to speak at the next meeting. A pre-meeting zoom discussion between Emily, Margaret and Peter was suggested to get the most out of the actual meeting.
- 6) Margaret informed the group that there was a meeting led by Ray Sunback at OBU on Wednesday 8th Feb – A Strategy for Older People. Refreshments will be available from 5.00 and the talk is scheduled to start at 6.00

Date of next meeting: Tuesday 14 March 17.00pm at The Manor

