

Minutes from PPG meeting Dec 5th 2023

In attendance: Lynda Southern, Anne Harrap, Pat Durrant, Jean Muliigan, John Ashton, Margaret Simpson, Ursula Kneisel, Marie Vickers, Viv Miles, Emily Shipway, Peter Coggins, Noémi Roy

Apologies: Pauline Allen, Cathy Eaton, Nina Hudson, June Barrett, Ken Barrett, Sue Holden, Mary Zacaroli, Maya Roy-Romahi, Tracey Rees

Peter chaired the meeting.

Last meeting's notes and matters arising- nil.

Structure of PPG group from Kennington & Botley

- PPG was in 2 parts- Executive and wider group (~50 members)
- Executive: chair (John), vice-chair (Jean), secretary (Chris) and treasurer (Cathy)
- Facebook page is an important part of how PPG is run and how information is disseminated. Used quite a lot and lots of feedback on it.
- All meetings on Zoom since Covid (hybrid didn't really work)
- Executive:
 - met monthly and reported back to PPG
 - Regular discussions with practice manager and/or doctors
 - Quite an active group- sometimes would meet weekly if needed
 - Small group could implement things that had been discussed in larger group
- Different issues to what Manor has had to deal with, which explains in part the big differences
- Have a constitution that defined how it should be run (has been in place for 15 years)
- Had yearly action plan
- Money from cake stalls etc and would go towards for eg rocking horse repair!
- Special Interest Group- get together every 2 weeks with Manor and Beaumont (now monthly) to discuss issues around the merger- very useful to the practice managers to have this 'rapid access'
- The Chronicle from Kennington gets published every month- would have PPG article in it

Structure of PPG group from Manor

- Very simple constitution
- Only a chair as specific role
- Manor have always supported PPG and plenty of volunteers/donations for events. Not necessary for Manor to start looking at funds
- There are also funds at ICB level that we could access if needed
- Surgery had a website but not a Facebook page
- Manor has been small group, not very diverse
- Have done Saturday meeting- well attended and focused on specialisms

- One was about diabetes – Healthwalks came out of that
- CPR session
- Dementia and Alzheimer – well attended

Update from merger

- new structure include some of the Kennington staff (only 4, all admin)– have come to Manor
- Recruited ops manager- she is now on site most days at Kennington
- moved a couple other teams there
- recruited 3 salaried GPs, HCA, pharmacist, social prescriber, new receptionist
- Still using regular locums
- Some of the staff will do more sessions (eg. Physiotherapist)
- Quite busy and full there
- Struggling with clinical rooms there
- 5125 patients taken over
- Lots of queries from people in Radley boundary- problem is we couldn't do home visit but that would need to be extended
- At the moment housebound patients are an issue because can't get to them by bike
- Might get an electric car for the practice
- A lot of work was done pre merger- investing in the team already
- Everything is running in Kennington as it does in Manor
- Now working through backlog- admin and patients
- All triage runs through Manor (triage and back office etc)
- It's been 'challenging' and stressful but team is responding well
- Some of the team was already under a lot of pressure- back office backlog was difficult
- Not having taken many staff over means it's been a clean slate
- Level of demand was unexpected- need to make sure service doesn't suffer

Update from Urgent Care Centre (UCC)

- There were 3 clinical rooms- car drove into it at high speed so one of the rooms is out of action for 12 months
- Spoke to ICB and they will trial a second UCC site- doing it at Kennington which is great for that part of town (40 appts a day)
- UCC is a separate pot of funding- it's to keep people from going to ED
- Some practices outside the city are really struggling and the ICB has asked us to support those too
- All IT is linked in with all the practices
- 111 also refer to UCC

Feedback from Kennington PPG members

- Botley-Kennington never gelled
- Hopefully this is going to be better

- Excellent feedback so far about how present the team are in Kennington and how quickly things are changing for the better
- Communication has been excellent right from the start

Feedback from Manor PPG members

- Surprise at the inequalities of access to care in Oxford
- Manor have not noticed a detriment of their care or access since the merger

Plan for joint PPG going forwards

- We all agree to have one PPG
- We can compare constitutions
- Good opportunity to rejuvenate!
- Need to be clear about the aims of the PPG and once this is clear then can better determine the structure
- Need to think about how to increase diversity
- Need to consider where to hold it to be fair on both sides

Next steps

- Peter to circulate the 2 constitutions and Kennington's TORs
- Find a date in January for a 'working group' session
- Once new structure and plans are clear, could plan an open meeting to "launch" the new PPG invite people to come and listen, contribute and/or join