

LONG FURLONG MEDICAL CENTRE

Patient Reference Group Meeting Notes of the meeting held on Thursday 21 July 2016 7pm-9pm

Present: 10 members plus Dr Nowell and Diana Donald (Practice Manager)

Apologies: were received from 5 members.

1. Notes of the last meeting

1.1. South West Oxfordshire Locality Forum (SWOLF) – RA had reported that there is still a vacancy for a chairman for the SWOLF group. The intention is for practice representatives to link up with other practices in their area but unfortunately she has not been able to organize this yet. Diana invited other members to attend the meetings, particularly if they have an interest in the services provided by their local NHS.

1.2. CQC Update – Diana reported that no date has been set yet for the inspection but preparatory work is taking place we will be expected to produce various documents prior to the inspection. 2 weeks' notice is given.

2. **Staff Changes:** Diana reported that the practice has been going through some staff changes recently all for genuine and often personal reasons but it feels a little unsettling. However, on a plus side our new nurse Becky Collins has joined us and we expect two new receptionists to join us – Nicola in July and Ashleigh in August but there remains a vacancy in reception which is to be advertised.

3. **Abingdon Federation** - Dr Nowell gave a presentation on the joined up work with other practices in Abingdon, Berinsfield and Clifton Hampden. She explained that opportunities to share workload are being explored e.g. back office functions such as purchasing of supplies, education and training and contracts for maintenance of premises etc. Funding has been made available to develop new services for patients which has been piloted by Abingdon Surgery and Malthouse Surgery. It is anticipated that following evaluation some of those schemes will be extended to other practices. The federation is also exploring opportunities to provide 7 day access to GPs/ Nurses however, availability for appointments would be shared across the six practices as it is not possible for each practice to resource it with GPs, nurses, receptionists etc.

4. **Patient Survey Update:** Action Plan 2016/17 Diana apologized that she had not been able to find the time to upload the patient survey onto Survey Monkey however, she was still keen to do this and felt that a 2nd survey in the year might be useful. The action plan should be developed once the results have been collated.

5. **EPS Update** – Apart from the initial hiccoughs, it was reported by members, to be working well. Dr Nowell explained that if the patient's nominated pharmacy is incorrect, it must be changed before the prescription is authorized otherwise it is too late to stop it unless it is noticed relatively quickly. The system does allow prescriptions to be authorized in advance and for the pharmacist to call off when required without the need for the patient to order via the surgery. This is particularly helpful for patients who have dosset boxes which are made up weekly as it cuts down the amount of administration and assists the pharmacies with ordering and managing their stock.

6. **North Abingdon Pharmacy** – Members reported that this is a huge success and best thing that has happened in the area for a very long time. Everyone is so helpful and efficient. They are amazed at how quickly their prescriptions are prepared and that they get a call to let them know when it's ready or needs ordering. It was reported that there is still a good

number of people who aren't aware that the pharmacy is here and available for members of the public (other than our patients) can use it. Members will do all they can to help promote and support it, as it must not close because of low trade. Dr Nowell and Diana were very pleased with the feedback which will be passed back to the pharmacy team.

7. New Services

7.1. Minor Eye Problems – Diana reported that a new service has just been set up in the area for patients with minor eye problems to be seen by optician that have signed up for the service. Several in Abingdon have. The question from the group was whether the opticians can prescribe. The feedback from the Oxfordshire Clinical Commissioning Group is: *'The prescribing optometrists have a very limited formulary that they can prescribe from as agreed with the Oxfordshire Clinical Commissioning Group (OCCG). There are not many prescribers yet, but the number will grow and OCCG is aiming to set up a prescribing group directive to use across the service. These scripts will be paid for.'*

If patients get free scripts via the NHS however, the optometrist can issue a request to go electronically to the GP practice to suggest they issue it to a specific pharmacy for collection to save a patient coming in and having to get the script.

The CCG will be monitoring this activity closely for quality and quantity to ensure the service is used and provided correctly.'

7.2. Big Conversations Roadshows are being advertised and held around Oxfordshire with the aim to engage patients and members of the public on the future of the NHS services however, only one date in the Vale of White Horse which was held in Wantage and very poorly attended. Diana understands that more dates are to be provided in the autumn and encouraged members to become engaged with these meeting. At the request of members, Diana will suggest that the organisers contact the District Council for a list of suitable venues and that events are held in each market town as well as rural areas. More information can be found at the OCCG website:

<http://www.oxfordshireccg.nhs.uk/about-us/work-programmes/transforming-health-in-oxfordshire/oxfordshire-transformation-board/the-big-conversation-roadshows/>

8. Abingdon Growth / Exhibition – Good attendance at this exhibition was reported with concern regarding infrastructure and capacity in GP surgeries to absorb increasing number of patients. Dr Nowell and Diana reassured members that the practice list was closed last summer for a temporary period only while we sought a locum for Dr Barter's maternity leave. The list was open to new patients again in September 2015.

9. Any Other Business

9.1. Abingdon Art Group Display – this display is welcomed as it brings a new dimension to the waiting room. Diana confirmed that the art work is for sale and any expressions of interest should be directed to the artist of the month whose contact details are left by the display.

9.2. Consent to Share forms are to be recirculated with the notes of the meeting.

9.3. Diana was asked to list names of members in the minutes. She confirmed that in future she will do this but when posting them on the website will put total number of attendees and apologies rather than names.

9.4. 111 Consultation – SM advised that there is consultation on the services delivered by 111 and urgent care. The consultation is open from 14 Jul 2016 at 09:00 to 1 Nov 2016 at 23:59. Two stakeholder events will take place on:
- Tuesday 9 August at Kassam Stadium, Oxford and - Tuesday 13 September at Wokefield Park, Reading. If you would like to attend one of the events please contact:

Amanda Delman on 01118 982 2803 or email: a.dellman@nhs.net

- 9.5. Diana was asked to ask a receptionist to come along to a future meeting and give an overview of their work.
- 9.6. Practice Communication – it was suggested that a notice is put up in the Waiting Room for patients to sign up to receive the practice newsletter. Diana confirmed that approximately 1000 patients are signed up to receive it electronically and that additional paper copies are put in the waiting room. She will arrange to put up a notice in the waiting room.

Date of Next Meeting – Tuesday 18 October - Mrs Heather Millard, Advanced Nurse Practitioner will be attending.