

St Bartholomew's Medical Centre Manzil Way Oxford OX4 1XB
Tel 01865 242334

<http://www.sbmc.org.uk/ppg.htm>

Patient Participation Group

Minutes v1.1 **of the meeting held on** **Thursday 14th March 2013 at 1.00pm** **at the Practice.**

(LARGE PRINT VERSION AVAILABLE ON REQUEST)

Present:

1. Barbara Gorayska
2. Geraldine Coggins
3. Gill Eltningham
4. Anton Glinski (Practice Manager)
5. Jim Hastings
6. Nick Walker (Secretary)

Apologies

1. Nycky Edleston
 2. Phil Kelly
 3. Patsie Law
 4. Sarah Lasenby
 5. Carole Stubbs
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Previous Minutes

The previous minutes of 19th February 2013 were approved after corrections.

Matters Arising

Cleaning arrangements at the Practice

The group noted that the previous company was no longer working at the Practice. The Practice was in negotiations with a new company with a view to them starting as soon as possible. There was a discussion about involving other stakeholders and businesses in Manzil Way in

liaising to deal with rubbish in the area, but it was felt that this would involve additional complexity.

Patient survey

This year's SBBG patient survey was now live. The Practice has now emailed students registered with the Practice asking them to complete the survey – there have been 40 responses so far.

The general results of the survey will be shown on the Practice's website.

Did Not Attend (DNAs) figures

It was noted that these waste the Practice's budget.

The new phone system has a module to advise you of your likely queuing time before your call is answered.

Quality Outcomes Framework (QOF)(<http://www.qof.ic.nhs.uk/>)

Anton spoke briefly on this subject. QOF is a new voluntary annual reward and incentive programme for all GP surgeries in England. It is different to General Medical Services (GMS), which is still operating.

Vaccination targets

The group noted that there was relatively poor remuneration for members of the public registered as patients, once postage etc had been taken into account, compared to the overheads of administering this service to students registered with the Practice.

Online appointment booking & repeat prescriptions

The quote for providing this service is currently with the Primary Care Trust. The group spoke briefly about the proposed national introduction of an Electronic Prescription Service (EPS), where there is the facility to email the scripts to local pharmacies, and consequent savings, particularly on stationery supplies, cross-checking scripts, and uncollected wasted prescriptions. The group wanted to know if this automatic dispensing system would in turn waste medicines.

Saturday morning appointments.

There are 19 appointments available each Saturday, of which 5 are kept for emergencies referred there during the weekday clinics.

Freedom of Information request to the Oxfordshire CCG

The group discussed the local PPGs collectively agreeing useful questions to consider. Gill E agreed to look into inviting the Botley PPG to one of our future PPG meetings.

Press coverage of our PPG

Geraldine C. agreed to explore this topic and report back to a future meeting. The group discussed the work by the not-for-profit group 38 Degrees (<http://www.38degrees.org.uk/>)

The aims of our PPG

Barbara G asked what our group had achieved so far. There was considerable discussion about this, and about what the best way forward was. This would be discussed at a future meeting.

Continuity

Some of the members of PPG had been patients at the Practice for a long time and described the various changes that had taken place.

It was agreed that it would be helpful to have more of a cross-section of patients as members of our group.

Interim care team

Geraldine C spoke on this, and queried why there was no formal structure in place for this type of care, and any arrangements that are in place are poorly publicised to those needing this information.

The meeting ended at 2.15pm

Date of next Meeting

6.00pm on Tuesday 16th April 2013 at the Practice

Action Points from the SBB-PPG meeting held on Monday 14th March 2013 v1.0	
Freedom of Information request to Oxfordshire CCG	Nick W to investigate – UPDATE April 2013: work in progress
Other local PPGs	Gill E to speak to Botley group/invite them to one of our meetings– UPDATE April 2013: Gill has now got copies of Botley PPG's newsletter and other leaflets. Re Botley representative coming to talk to our group - work in progress
Press coverage	Geraldine C to explore – UPDATE April 2013: work in progress