



## White Horse Medical Practice

### Patient Participation Group

# MINUTES

**Date:** 4 September 2018

**Place:** Meeting Room, WHMP

**Attending:**

(Chair) Graham Hall  
 Dr Rob Russ  
 Caroline Beaney  
 George Bonner  
 David Burn (Minutes)

Douglas Dalrymple  
 Marcus Laphorn  
 Emily Norton  
 Gene Webb

**Apologies:** David Grant and Paul Eddy

	Item	Action
<b>1</b>	<p><b>Minutes</b></p> <p>The Minutes of the meeting on 5 June 2018 were approved and signed for filing.</p>	
<b>2</b>	<p><b>Matters arising from previous meeting</b></p> <p>Douglas asked about the availability of development funds. Rob said that the Practice has a standard development project ready for submitting whenever a suitable development is announced. He added that one development of 65 houses has been withdrawn and the Park Rd South development will now be phased.</p>	
<b>3</b>	<p><b>Practice matters</b></p> <p>1. Jo Morgan:                      Graham has forwarded the PPG's best wishes to Jo following her resignation from the Practice. All were agreed that the group would miss her contributions. Caroline will check if this affects the NAPP log-on.</p> <p>Rob said that the Practice was implementing a new management structure suitable for the increased patient numbers. This will also take into account Caroline's planned departure next March. The meeting was shown the job spec for a new Chief Executive who will be responsible to the Partners for the running of the Practice. There will be another new post for a Business Manager who will run a raft of teams covering the main medical and admin activities. The intention is to hire a CEO with an understanding of the NHS but who has not necessarily worked in it. Marcus said that he considered knowledge of the NHS to be essential and that this should be referred to in the published job spec The Business Plan will be the responsibility of the new CEO. Rob added that the PPG would be welcome to ask the new CEO or other new staff member to attend these meetings.</p>	<b>Caroline</b>

	<p><b>2. Building work</b> Caroline said that the building work was now complete apart from some signage. The job was brought in on time and under budget. The PPG congratulated her for the successful project management.</p> <p><b>3. Grand Opening</b> The Practice has generously invited the PPG to do the formal opening of the upgraded building, and Marcus will be cutting the ribbon on behalf of the PPG. Caroline asked for the Grand Opening event to be publicised as widely as possible. Nigel Wilkinson will be asked to take the formal photos. David will contact the Folly, Oxford and Swindon papers and follow up with NAPP. The WHMP Facebook page will be used to spread the word and Gene will use her online resources as well.</p> <p><b>4. Medical Emergencies</b> Gene asked about including the WHMP defibrillator on the national map. Rob said that it could only be used by a trained person, unlike the non-expert units in public places. Rob added that the Practice has a full-time para-medical who can use the machine, as well as treat minor injuries and illness. George offered to take his photo and David will include a feature in the Spring newsletter.</p> <p>It was noted that all three of Oxfordshire's MIUs now have their own 01865 numbers. See <a href="https://www.oxfordhealth.nhs.uk/service_description/minor-injuries-units/">https://www.oxfordhealth.nhs.uk/service_description/minor-injuries-units/</a></p> <p><b>5. Engage Consult</b> This facility is not yet ready for publicising more widely than at present.</p> <p><b>5. EMIS medical records</b> Rob said that all patients who have previously had full access to their detailed medical records can now see them again. New applicants will need to be verified by the Practice before getting access. This is for data protection reasons. David will feature this in the Spring newsletter.</p> <p><b>6. Nasio Trust</b> Graham and Rob reported on a very productive meeting looking at how WHMP could help the Nasio Trust's medical work in Kenya and how the Trust could provide opportunities for the Practice's medical staff and trainee doctors.</p> <p><b>7. 2018 GP Survey</b> David complemented the Practice on their excellent scores in the 2018 patient satisfaction survey – which was news to everyone! The WHMP results page is at <a href="https://gp-patient.co.uk/report?practicecode=K84051">https://gp-patient.co.uk/report?practicecode=K84051</a> This will be covered in the Spring newsletter.</p>	<p><b>Marcus Caroline David B Gene All</b></p> <p><b>George David B</b></p> <p><b>David B</b></p>
<p><b>4</b></p>	<p><b>Team Updates</b></p> <p><b>1. SWOLF</b> Gene reported that there has recently been vigorous agitation for the reinstatement of the Wantage hospital. Rob said that the general medical opinion was that this is most unlikely to happen. Either way, he added, it would have minimal impact on WHMP.</p>	

	<p>Gene also said that the OCCG was looking more widely at the Engage/Consult procedures, and that there was no hard news on the integration of health and social care provision.</p> <p>2. Juxta-Cure garments Graham demonstrated how the adjustable and re-usable Juxta-cure dressing works. Rob confirmed that they were now prescribing these successfully for use by the Practice's trained nurses. Graham added that these are only guaranteed effective for a 6-month period. Although they are expensive, they save Practice and district nurses a lot of time with patients who are able to use them at home, between appointments.</p> <p>3. Healthy Times Autumn issue David said that the print issue would be delivered at the end of the current week or early next and that the online version will go onto the WHMP website on the 5<sup>th</sup>. Gene will upload the file and links to it on social media and town websites. David reminded members who have not replied with updates on their Distribution requirements that this was now urgent.</p> <p>4. NAPP matters. Douglas ran through the following topics culled from recent NAPP Bulletins:</p> <ul style="list-style-type: none"> <li>a) Caroline agreed that she will circulate the Bulletins to staff.</li> <li>b) Douglas asked if Healthwatch was of benefit to us as a PPG. The consensus was that they made insufficient local impact.</li> <li>c) The NHS brisk walking campaign was raised. This is mentioned in the Autumn newsletter.</li> <li>d) Inclusion of dementia in standard Health Checks. Rob confirmed that this was now happening. David hopes to include an item on Health Checks in the next newsletter. Rob said that WHMP has the highest uptake rate for the health checks in the county. Emily said the Pump House meetings are a great success and Dementia in Oxfordshire are using them as a template for use elsewhere. George described his experience when playing guitar for a group where his wife volunteers, where the group's reaction was most enthusiastic.</li> <li>e) Digital Health initiative. Rob said the NHS is focussing strongly on this and all participants need to take note of that, particularly as it will affect funding.</li> <li>f) Red bags scheme. It was agreed that this idea is principally for use by Care Homes when their patients go into hospital.</li> </ul> <p>Emily said that she found the recent NAPP Nottingham Conference inspirational, informative and reassuring. On her return, Emily followed up the conference session given by two very impressive youngsters, by meeting Faringdon Community College teacher Kirsty Williams, who has an interest in the school's troubled youngsters. Emily also circulated detailed reports of the conference and her suggestions as to how Faringdon's PPG should respond.</p> <p>It was agreed that Kirsty should be invited to our December meeting to talk about how the Practice and the PPG might help her in her work by providing expertise and publicity. One idea is a poster competition around the subject of youth mental health issues.</p>	<p><b>Harriet Gene</b></p> <p><b>Caroline</b></p> <p><b>David B</b></p> <p><b>All</b></p> <p><b>Emily</b></p>
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	<p>Rob said that young people now refer themselves to CAMHS <a href="https://youngminds.org.uk/find-help/your-guide-to-support/guide-to-camhs/">https://youngminds.org.uk/find-help/your-guide-to-support/guide-to-camhs/</a> and there's finally some prospect of re-directed funding being available to tackle this significant but under-supported health issue. The Practice is not currently well placed to help with mild mental health issues.</p> <p>Gene mentioned that the Town Council has money from a grant budget to spend on youth activities. Douglas said the young carers project supported by the Rotary Club has restarted, and Rob said Paul Eddy has funds for SIV youth.</p> <p>Emily said she was happy to be the PPG's inaugural Youth Affairs rep and continue to attend the NAPP conferences. Douglas agreed to continue with the Bulletin monitoring and other NAPP duties.</p> <p>5. PPG who does what schedule Graham said that all active members have now volunteered but asked that everyone checks to keep it up to date.</p> <p>6. New PPG members No new members have been recruited. The recently-updated PPG fliers could be distributed around town. David B will check with the County Library.</p>	<p><b>Emily Douglas</b></p> <p><b>All</b></p> <p><b>David B</b></p>
<p><b>5</b></p>	<p><b>AOB</b></p> <p>1. Junior Doctor training Marcus said he is helping a training course on death and the terminally ill at the Churchill next week and would welcome any thoughts from members.</p> <p>2. Technology for the elderly Marcus also asked if the Practice helped older patients who were struggling with modern technology. Rob said that they do refer patients to local groups and agencies.</p> <p>3. NHS mailing lists David showed a letter he'd had from The Outside Clinic and wondered if they'd got his address from the NHS. Rob said WHMP use this provider for in-home hearing tests but do not provide address details generally. David may pursue this.</p> <p>4. PPG notice board Caroline said the noticeboards are to be re-fixed shortly. Following discussion it was agreed to dispense with the physical board for the PPG and take advertising space on the Waiting Room screens. David to progress this.</p> <p>5. Helping Hands 4 Villages George said he has driven a few village patients to their appointments but the scheme is under review because of the surprising lack of demand for transport, DIY and other practical assistance.</p>	<p><b>All</b></p> <p><b>David B</b></p> <p><b>David B</b></p>

	<p>6. New Practice Partner</p> <p>Rob said that Vanessa Good had agreed, earlier that day, to become a Partner in the Practice, initially for 6 months. Graham passed on the PPG's congratulations and said the group appreciated having been given this information, so promptly.</p>	
<b>6</b>	<p><b>Next Meeting</b></p> <p>The next meeting is at 1830 on Tuesday 4 December 2018. 2019 dates are: 5 March, 4 June, 3 Sept and 3 Dec.</p>	<b>All</b>

**Circulation**

Caroline Beaney	Graham Hall
George Bonner	Marcus Laphorn
David Burn	Richard May
Kaye-Frances Byers (For info)	Emily Norton
Douglas Dalrymple	Dr Rob Russ
Paul Eddy	Gene Webb
David Grant	

WHMP Partners and staff, PPG website

**PPG who does what**

George Bonner	Patient transport
David Burn	Newsletter, Publicity, Minutes, Electronic notice board
Kaye-Frances Byers	Watching brief
Douglas Dalrymple	NAPP co-ordinator with Emily, outwith Conferences
David Grant	Minutes (starting March 2019)
Graham Hall	Chairman; SWOL, leg ulcer treatments, cognitive impairment in ageing (FMRIB study), 'Garfield' research in Apixaban use, 'patient' for MB finals at JR.
Marcus Laphorn	Maternity, County Medical rep and Ophthalmology
Richard May	Planning specialist
Emily Norton	Dementia co-ordinator, NAPP Conferences, PPG website emails point of contact and Youth rep – pending his move to Witney
Gene Webb	SWOL, PPG website, Communication via faringdon.org, I live in Faringdon, Nextdoor Faringdon and other village Facebook pages