

<p>3</p>	<p>Matters arising</p> <p><u>Carer recruitment poster.</u> Caroline said that this should now be on display.</p> <p><u>PPG leaflet.</u> A leaflet dispenser to go on the noticeboard had previously been mentioned.</p> <p><u>Wantage Social Services Team.</u> Simon said that they might be part of the excellent Single Point of Access system but he was not aware of them as an entity. Gene said she will follow this up.</p> <p><u>Thinking Meeting.</u> David suggested that it would be better to park this until progress has been made on recruiting new members to the PPG. This was agreed.</p>	<p>Caroline</p> <p>Gene</p> <p>All</p>
<p>4</p>	<p>Triage system</p> <p>Marcus asked if there was any monitoring in place to measure the success or otherwise of the new appointments triage system. Marcus also asked if there is a gold standard against which Faringdon's achievement can be compared.</p> <p>Simon said that he did not know of any gold standard and that there is not any measurement currently in place. The triage process will be included in next Spring's patient survey. Simon added that a carefully balanced comparative study had shown that Practices which ran a triage scheme had better patient outcomes but without increased costs. Patient satisfaction had been very high. WHMP had been obliged to introduce theirs because of the additional number of Fern Hill patients.</p> <p>Caroline said that their impression is that, after a slightly bumpy first few months, the patients are now generally comfortable with the process. It is recognised that not all the doctors are equally at ease with diagnosing over the phone. This is not seen as a major issue at present. Urgent consultations are now running at around 11 per day.</p>	
<p>5</p>	<p>Spring newsletter</p> <p>David said that this will be published on 18 March with a copy deadline of 1 March. Suggestions for stories will be circulated late January.</p> <p>Caroline said she had a very affordable quote for getting the current format newsletter printed commercially. David will give her the spec for a multi-page A5 format newsletter which will also be a better format for the web. It was agreed that each issue should continue to be available for 12 weeks after publication.</p> <p>David will update the Distribution schedule for circulation by Gene with the Minutes. All attendees are asked to check their current drops and quantities and to add any locations in their area.</p>	<p>David</p> <p>David</p> <p>David</p> <p>All</p>
<p>6</p>	<p>Online registration</p> <p>Ian said that this facility will be added to the website next week. First time users will still need to show the Receptionist a proof of identity. They will be able to make a first appointment before their account has been confirmed.</p>	<p>Ian</p>

<p>7</p>	<p>Emailing the newsletter</p> <p>Caroline said that it is now possible to extract all the email addresses held in EMIS but that manual de-duplication and cleaning will have to be done for each issue. Caroline will ask EMIS if any other of their Practices does electronic newsletter mailings.</p> <p>Gene offered the PPG's help in recruiting more electronic sign-ups if someone at the Practice could lead. Caroline will look into this.</p> <p>Ian said that a 2-way texting service will be starting shortly.</p>	<p>Caroline</p> <p>Caroline</p>
<p>8</p>	<p>Medical Records</p> <p>Ian said that the Practice has now agreed to expand the info available to signed-up patients to include lab reports and documents. This will go live shortly. Consultation notes will not be put online at present though patients are able to view them, under supervision, in the surgery.</p>	<p>Ian</p>
<p>9</p>	<p>Website update</p> <p>Ian hopes to complete the update shortly and will welcome comments from the PPG.</p>	<p>Ian</p>
<p>10</p>	<p>Business Plan</p> <p>The draft is on circulation internally and the PPG will see a preview before the end of January.</p>	<p>Ian</p>
<p>11</p>	<p>Faringdon hub</p> <p>Despite the NHS having approved Faringdon as a hub location they have now withdrawn the funding permanently. Caroline said that the Wantage hub is proving a useful top-up facility, particularly for patients to the east of the territory. Caroline added that the home visit facility available from Didcot for house-bound patients is working well.</p>	
<p>12</p>	<p>CQC Inspection</p> <p>There is still no news on when this is likely to happen. Marcus and Graham will take on John's role of PPG co-ordinator.</p>	<p>Marcus/ Graham</p>
<p>13</p>	<p>Building work</p> <p>Ian said that the spec and funding have been finalised for the rearrangement of the building with a £300,000 budget. There will be a new Reception area and 6 new consulting rooms besides back-office changes. Tenders are due in April with completion in the Autumn of 2016. Maintaining quiet and cleanliness as the work progresses, with sufficient parking, will be a significant challenge.</p> <p>There are no immediate plans to increase car parking though the Practice is actively looking for more space.</p>	
<p>14</p>	<p>Appointments</p> <p>Caroline said that there are now 9 doctors on site every day and that most patients are able to get a preferred appointment within three days. There is currently no facility to measure appointment waiting times.</p>	

<p>15</p>	<p>Dementia report</p> <p>Emily said that it had not proved possible to put together a combined group under the auspices of the Alzheimer's Society. However she hopes to set up a Dementia Café for existing local groups, at the Pump House, starting next Spring.</p> <p>Emily later advised that the Memory Support Group is now meeting in Wantage between 2.00 and 3.30 on Friday 18th December and monthly thereafter. She is also giving a talk at the 6th Form College.</p>	<p>Caroline Emily</p>
<p>16</p>	<p>Maternity Study</p> <p>Marcus said that Baroness Cumberlege had given them a very attentive hearing and, when he checked with her recently, had said that her report is complete and with NHS England awaiting publication. She was not able to give us a date.</p> <p>Marcus added that we would hear if the study is a NAPP award-winner in late January.</p>	<p>Marcus</p>
<p>17</p>	<p>Hearing tests</p> <p>Douglas said that he had been referred to the first of these new sessions held at the Faringdon Surgery and was impressed with the set-up. The tester said that she hoped to add a 2nd monthly session to meet the demand and, if enough patients request tests, she could see an audiology clinic being established. She recommended re-testing every 3 years.</p>	
<p>18</p>	<p>Nasio Trust</p> <p>Graham described his recent visit to the Nasio Trust in Kenya where he and his wife are supporters. This charity has just built their own health centre, which was featured on Oxford's BBC TV News recently http://www.bbc.co.uk/news/uk-england-oxfordshire-34872240 Graham said that one of the Trust's lead doctors had offered to come and speak.</p> <p>Graham also said that he will be a 'patient' for 2nd M.B. students taking their exams shortly.</p>	
<p>19</p>	<p>Patient Survey</p> <p>Caroline said that their next patient survey will be in Feb/March on the anniversary of the merger with Fern Hill. She will circulate the draft questionnaire and is keen to get PPG contributions.</p> <p>Although the 'I want great care' programme is still running Ian said that it is temporarily off the website. The mandatory Friends and Family feedback tool is still running.</p>	<p>Caroline</p>

20	Next Meeting <p>The agenda item on PPG main roles will be held over till the next meeting. Gene said that, although she has now completed her year as Chair, she will manage the March meeting, but no more after that.</p> <p>Gene thanked Ian warmly for all his help and support of the PPG since the April merger and wished him well in his re-retirement.</p> <p>The next meeting is at 1830 on Tuesday 8th March 2016 when Caroline hopes that a doctor will accept the PPG's invitation to join us. Subsequent meetings are: 7 June, 6 September and 6 December.</p>	Caroline All
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Circulation

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cc PPG website