

PPG Meeting Tuesday 4th July 2023 7.00pm held at Woodley Surgery

Attendance

David, Steve, Chris, Kate, Yasmena, Sheena, Bill, Leaza, Dr Nijran

Apologies for Absence

Judy, John.

Notes of Meeting 02.05.2023

Notes of the meeting were agreed

Matters Arising

There were no matters arising not covered elsewhere.

Report from Parkside Practice

The Website has been updated. There is space for the PPG on it. It is now easier to get weekly reports which makes it easier to monitor how the practice is performing and how many DNA (did not attend) there are. Parkside Family Practice now has a Facebook page.

Leaza had attended a training session on diversity. This had touched on the PPG and a range of ages of PPG members. It was thought that it was not necessarily beneficial to have a large age range in a PPG. Older people would use the surgery more frequently so it may be better to have more older people on the PPG as they would be able to give the Practice a better insight into using the services provided. The meeting also said the PPG should be encouraged to interact with patients. Leaza said she was happy for the PPG to respond to Facebook comments and to put our views forward stating we were members of the PPG if we wished. We could suggest people could put themselves forward to join the PPG.

The phone system has been changed to have an extra option if a patient wishes only to cancel an appointment. This would save waiting in the queue with others wanting appointments. This option is option 2. Some patients have tried to jump the system by pressing this but they have to go back as there is not a facility to book an appointment on this option and cannot be transferred. The phones will be down on 19th July for the Firewall to be upgraded. From next week a call back system will be enabled so patients can opt to either wait on the line in the queue or to have a call back when they have progressed to number 1 in the queue.

Staffing levels are good.

More blood test appointments will be able to be booked for later in the day as well as early morning ones. These will be bookable on line or by phone.

287 online appointments are available each week.

It was asked if a telephone consultation could be booked with a doctor at a specific surgery as if a follow up face to face appointment is needed it would be more convenient for the patient not to have to go to the surgery further away for continuity of care. Leaza said most doctors did work at both sites so it was not normally a problem.

The Green Road Car Park is having the lines repainted soon.

There is an ongoing issue with the car park being used by people not using the surgery and at weekends. The PPG was asked if they had any ideas on how to make sure the car park is available for the staff and patients. Various things were discussed including ANPR (automatic number plate recognition) cameras operated by an outside contractor. This would obviously come at a cost. There is not a simple solution to the problem.

There was a Digital NHS meeting. This stated that the NHS has got to change as times have changed since it began. It talked about 'preventable health'. The NHS app and patient

accessing their own records. Leaza was concerned about the last point as the records often use medical terms and jargon which could worry patients. There had been 2 complaints this month about patients being seen by a paramedic and not a GP.

100 new patients registered with the practice over the last month.

Questionnaire Update

Still only 33 people have responded to the survey. 7 people have expressed an interest in the PPG. Sheena will forward these to Leaza who will contact them.

It was decided to tweak the questionnaire in the next few months so it will be ready to send out next year. Maybe publicising it on the Facebook page and on the Web Site.

Leaza has 45 people on the PRG (patient reference group) so if a wider group than the PPG was needed to be consulted these people could be contacted.

Membership of the PPG

It was felt that these 7 people who contacted about the PPG should be followed up. No more people would be required at the moment until we see how interested these 7 are.

A.O.B.

The covid situation was discussed. Leaza said the last doses of the vaccine in the Spring was not widely taken up. The last session had 280 spaces and only 80 patients booked in. She thought the next flu vaccine would possibly be for patients aged 65+ and Covid vaccines could be for patients aged 65+ or even 75+.

Sheena attended a meeting of BOB (Berks Oxon and Bucks) ICB (Integrated Care Board) on Digital Literacy.

Sheen's personal observations on the afternoon are as follows

Berks Oxon and Bucks ICB Digital Literacy event

13.30-17.30, TS Elliot theatre, Merton College, Oxford, 30.6.23

I attended this event which was a series of presentations tabled under 'Patient and citizens participation', 'Digital innovations' and 'Digital access'. Ross Fullerton, CIO, BOB opened the afternoon; the keynote speaker was Emma Weston, Founder and CEO of Digital Unite and the afternoon concluded in a Q&A session led by Catherine Mustill, Digital Literacy lead, BOB ICB. There was inevitably some overlap in the 10 presentations delivered by a range of people. Most of the information was useful and I think the PPTs will be available on the BOB ICB website.

Some references [A plan for digital health and social care - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[New digital health check to tackle deadly cardiovascular disease - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Notable points from the agenda

Participation

- Social determinants of health include income and access to on-line services, exclusion includes the ability to switch between various energy
- Emma Weston, CEO Digital Unite - works 2 platforms, one of which is Involve which was active in Wokingham during the pandemic. They have trained and supported 'digital champions' in the health and voluntary sectors to build health and social capacity. Collaboration, strategic thinking and communication with 'front line' deliverers are essential for success. Digital access often made more complex by overlapping Apps and pockets of exclusion (age, geography, connectivity) where a more segmented approach to target end users could be useful. A resource pack is available emma.weston@digitalunite.com

- Dr Piya Kuma, Digital inequities and buddies project, Frimley presented data on the 10 year life expectancy / health gap between Windsor and Maidenhead and Slough. Research on what deprivation meant to various social groups led to targeted help and signposting to talking therapies, food banks, fuel vouchers. She found that barriers to access included not being able to afford to take time off work or bus fares to centres. Notable success in getting to multi-generational households and communities via faith groups. She used a digitised questionnaire to scale up the survey. Results included an increase in GP appointments and more proactive care.
- Saleem Haider, People and Participation Digital lead, East London NHS Foundation Trust advised do your own data analysis rather than just depending on the national picture. The Trust appeared to have a large digital team (he reports to the Chief digital clinical officer and is supported by a director of people participation and an admin group). Good lessons learned about co-production and collaboration, involving local government and communities; peer learning; role of the ICB in providing awareness and help.
- Nadia Kuftinoff, Digital delivery lead BOB ICB exhorted everyone to get involved in digital design and activity

Innovations

- Sian Rees, Community involvement and workforce innovation, Oxford Academic Health Science Network addressed the failure of patient data over recent decades and the current picture of collaboration and greater awareness of the benefits from sharing during and post covid. Areas of ethical concern include 'what data' and 'for what?' – benefits to people vs commercial research. She has an Ethics and Engagement advisory group within a community of practice. Good graphics and creative approach.
- Andrew Hubbard, EPR [?] and wider support manager (IM&T), RBH, described a somewhat confusing picture of digital patient referral and engagement portals (merger of PEP 1 outpatients and PEP 2 records) that seemed to be at odds with anecdotes from my contacts! Apparently early digitisation did not involve patients in design. 2 useful messages – online access enables users to translate into a range of languages; future of the NHS App is an issue.
- Patrick Johnson and Angela Carabasu NHS England on the advantages of using the NHS App. Most frequent use is repeat prescriptions; knowledge on getting test results is limited; the App is useful for messaging patients. Difficulties include complaints about providing ID; available in England only.
- Mark Burton and Raphaella Gordon-Saker Virgin media and O2 business connect – employees get 5 days to volunteer; use them as digital buddies with Digital Unite. Active with Reading voluntary sector

Digital access

- Tim Speier and Anna Miles Oxfordshire County Council. Ill prepared. 55 'community hubs' funded by DCMS and OCC for fibre investment and property portfolio strategy. (Echoes of WBC hub plans that are being developed.)
- Ben Tuppen Project manager SOFEA – getting Oxfordshire online. Have refurbished and distributed 2000 devices to children, refugees and job seekers working with the Local Employment Partnership, Citizens Advice and Community Larder. Funding expires at the end of 2023!
- Q&A features – look at the people left behind; 'make every contact count' build your own golden chariot (ie the government isn't going to rescue you) look across the board and be

strategic in thinking collaboratively and longer term. Reading Libraries working actively with schools on young people's health.

Future events

29 September in Reading for health professionals plus – agenda tbc bobdigital@eventbrite.com

In the fringes someone suggested BOB might run an event for PPGs – should we prod on this?

For Parkside PPG's developing agenda for speakers consider Reading Library and youth health and

Involve / Digital Unite

Sheena Matthews, 2.7.23

Doctor Nijram was thanked for attending the meeting and for his input.

The meeting closed at 8.20pm

Date of next meeting

5th September 2023 7.00pm at Woodley Surgery