

# Morland House Surgery FINAL PPG Meeting Minutes

Date: November 3<sup>rd</sup> 2022

## Attendees:

Charles Peers (Chair)  
Nollag McGrath (MHS PM)  
Monica Waud  
Judith Alden  
Meg Barbour  
Ann Wild  
Freda Duckmanton  
Janet Carr

## Apologies:

Martin Harris (Secretary)  
Peter Greenhalgh  
Sarah Walton

- Charles Peers welcomed the committee and apologies were noted.
- Minutes of last meeting were approved and signed by the Chair.
- No matters arising from the last meeting, just several items remaining on the agenda.
- New Standard Network Hours
  - a. Since 1<sup>st</sup> October Morland House is offering the following Enhanced Access Hours (in addition to our usual opening hours of 8am to 6.30pm Monday to Friday)
    - i. Tuesday morning 7.30am to 8am – Dr Copping & phlebotomy
    - ii. Weds evening 6.30pm to 8pm – Dr Deed & NHS Health Checks
    - iii. Alternate Thursday evenings 6.30 to 8pm – Drs will work on a rota & phlebotomy
    - iv. Alternate Friday evenings 6.30 to 8pm – Drs will work on a rota, no other services
    - v. Saturday mornings (unless it's a bank holiday weekend), as before 8am to 11am (last appt at 10.30am) – Drs work on a rota & nurse clinic

Note that our Primary Care Network (PCN) partners Rycote and Chalgrove also provide Enhanced Access hours, but currently we can only offer appointments to our own patients.

No feedback has been received from patients yet, early days.

**SELF forum** – see report from MW below.

- *South Oxfordshire PPG Alliance (SOPA) is the new name for combined groups representing the two groups that used to represent south-east and south-west Oxfordshire.*
- *Dr E Capo-Bianco will attend and continue to provide updates and take issues/queries back to ICS. New MSK provider starting soon called Connect Health MSK and the practice physiotherapists can refer patients to them.*
- *Some PCNs meeting in public but our PCN (which includes Thame, Rycote, Watlington and Chalgrove practices) is not holding meetings open even to PPG members.* This last point was discussed, and all agreed that no one felt that there was a need for such an invitation to be made to Morland House PPG to the Thame PCN meetings.

### Items for discussion:

- Covid & flu vaccination programmes – NMG confirmed that last Saturday vaccination clinic will take place 5/11. Pts can still get vaccinations as needed during the week, just book in as normal. NMG confirmed that huge thanks must go to the army of volunteers, without whom, doctors & nurses would have had to be taken from their day jobs to give vaccinations. NMG to arrange a thank you token later in November. Discussion then had over the pharmacy clinics – at some points in the day the pharmacy has been getting very crowded. Also, patients must wait for medication while vaccinations are being given. NMG to take up with pharmacy
- Park Hill Nursing Home – CP & NMG have had another meeting with Order of St John Trust. All very positive, relations are warm and friendly. Completion is due to be Sept 2023
- Newsletter – still a great source of information for patients. All agreed that a shorter, single topic update is more likely to be read and digested by patients
- Technology. NMG provided update on the new technology introduced and on its way this year
  - vi. AccuSelf Book – doctors can now send a text to a patient inviting them to click on a link and book a blood test or ECG. All patients must do is click on the link, enter their date of birth, and choose an appointment time that suits them. No NHS App or log in needed
  - vii. eConsult – patients can now contact a GP online through our website. Go to [www.morland-house.co.uk](http://www.morland-house.co.uk) click past the first Covid alert screen and the next page you will see is a link to eConsult. You can either seek help for common problems like coughs or pain, you can ask for administrative help like sick notes or a doctor's letter, or you can get more specific help for whatever problem you have. NMG encourages PPG members to look for themselves, it's very easy to use and a time saver for everyone
  - viii. New phone system – coming at the end of November. It will mean no lengthy waits for patients; the system will arrange an automatic call back. There are also several advantages for clinicians.  
Note that all these innovations are in addition to the current methods of contacting the practice. The drive is to increase access and make it easier for patients. If some patients use the new methods of contacting us, it will mean that those without the tech tools will not suffer, in fact it will make it easier for them too.

### 2. AOB:

- Oxford Diagnostic Centre – see email sent out by NMG to PPG members in October. The service has capacity so encourage people to use it. There is parking but the buses may not be so convenient. Hopefully the local village car services can take patients to appointments.
- Pharmacy – examples discussed where pharmacy have not had the meds prescribed by dr, and simply told patient that drugs were not available. Not acceptable, NMG to take up with pharmacy and report back
- PPG Support Group – NMG confirmed that there are 6 x recruits to this group, all happy to be emailed on subjects from time to time as needed
- PPG members noted that it would be good to see one of the GP partners at a PPG meeting soon. NMG to arrange.

Date of next meeting – **Thursday 16<sup>th</sup> February 2023** – venue tbc but plan for at the surgery.