

Morland House Surgery PPG FINAL meeting minutes

Date: 16th February 2023

Attendees:

Charles Peers (chair)

Nollag McGrath (Practice Manager)

Martin Harris (Secretary)

Dr David Copping (Partner)

Peter Greenhalgh (MHS PPG Newsletter Editor)

Ann Wild

Meg Barbour

Judith Alden

Freda Duckmanton

Janet Carr

- The **Minutes** for the PPG meeting held on 3rd November 2022 were approved without amendment and were signed.
- The new **Standard Network Hours** for the practice. NMG reported that both the new morning and evening slots for GP appointments were being taken up well, especially those which allowed patients to see their doctor before going to work in the morning. PG suggested further advertising of this in the MHS Newsletter.
- **DC reported on some significant organisational changes undertaken by the MHS practice:**
- The practice team will very soon be joined by a fully qualified Paramedic, to be based in Morland House, whose duties will include assisting the Duty Doctor with any clinical procedures.
- MHS patients who are referred by their GPs to the **Oxford Community Diagnostic Centre** for their X-rays, scans and other diagnostic tests have reported that this is a very efficient service with short waiting times and free parking, but the signage for this Centre in the Oxford Business Park is of quite small format and is not found until the far end of John Smith Drive is reached, from where there is a 100 metres walk to the entrance of the Centre in the ground floor of the 3-storey Gemini One office building block which is leased to *Perspectum*, the health technology company, and hosts the waiting room, administration and equipment for the Diagnostic Centre. More signage is by the front door.



- The **repeat prescriptions** for many patients are now provided through the new Pharmacy, while some patients are still served by the MHS Dispensary, and it is expected that there will be a full transfer over to the Pharmacy by the end of the year.
- With one GP on long sick term leave and another on maternity leave, the **clinical team** is busy. Dr Charlotte Deed is leaving MHS, and she will be replaced by Dr Pash, who is already working in the team. The MHS Practice plans to appoint additional Partners.
- In the absence of Monica Waud, any report from **SELF Forum** will be deferred to the next meeting of the PPG.

6. Items for Discussion

- The PPG members felt that there was no need to call upon the services of **Healthwatch** to help establish the MHS PPG as it was already well-established and was inclusive of all kinds of patients through the wider group of patients registered with MHS who have agreed to be consulted by the MHS PPG.
- NMG reported that the volume of **vaccinations against Covid** had reduced, but the practice is waiting to hear from the ICB on whether a Spring Booster would be recommended by the JCVI. There were still around 50 patients being treated for Covid in OUH hospitals, and a very small number of deaths (less than 3) were recorded from it each week in South Oxfordshire by the Office of National Statistics.
- **Park Hill nursing home.** CP reported that he was continuing to enjoy good relations with the operators of this nursing home under construction almost next door to MHS, but no firm arrangements had yet been finalised for the provision of any clinical consulting room in the nursing home to meet the resident patients' needs.
- PG was thanked for his work in producing a **MHS Newsletter** for the communities in the catchment area of the Surgery, and he pointed out the variety of editorial formats adopted in the various different parish magazines, and asked for suggestions about what re-advertising of the range of MHS services for patients he should consider.
- **MHS telephone system.** The new system is now in full operation, which allows the Receptionists to monitor how many patients are waiting in the queue to make telephone contact and shows the identity of the patient when they are calling from a telephone number already registered as their home number with MHS.

AOB:

- The initial problems encountered with the new Pharmacy seem to be resolved, but more clarification may be required to patients that, if they have difficulties in collecting their prescribed medication in person, they can always telephone the Pharmacy and arrange for a specific delivery time and specify where the driver should leave the medication in a safe place for them if they are unable to get to the front door quickly when a delivery is made.

- NMG reported that the arrangement with *Terracycle* for the collection of the packaging of used medicines was not working well because of the very high volume accumulating of this composite material which requires special reprocessing for recycling.
- NMG also reported that there is a need to re-name and re-label the names on the various consulting rooms in Morland House which are in shared use by the team of doctors and nurses, and asked PPG members for suggestions. The names of flowers or villages were suggested, but no decision was taken.

Date of the next MHS PPG Meeting: 4.00 pm in Morland House on Thursday 8th June 2023.