

Bampton Medical Practice

PPG Minute & Outcome Tuesday 2nd July at 16:00pm

Minutes – non-verbatim

In Attendance: Vanessa Gillott, Jojo Foster, John Ordish, Robert Chapman, Jeff Knight, Pauline Evans, and Pauline Hawkins

(R) – Response/Rely

(O) – Outcome

1. A change in management

- PM – Vanessa Gillott

- AMP – Jojo Foster

(R) Jojo and Vanessa introduced themselves and explained the employment background. All PPG members introduced themselves and explained how they normally run the PG meetings.

- Signed off last meeting minutes from April.
- Discuss anything that was raised from last meeting minutes. None

2. Building work taking place.

(R) We explained that we currently have builders in converting the small isolation room into a consulting room and changing the sinks in the nurse's rooms to comply with the infection control standards. PPG asked how this was funded, we have explained that we have applied for some additional funding, with addition to the already secured funding percentage we have already received for the work to be taken place. We currently do not have a completion date for this work.

(O) This is still in progress, and we still do not have a completion date.

3. Dr Elizabeth Nicol will be unfortunately leaving us on 1st August 2024, the team will deeply miss her. Replacing her role will be Dr Lorraine Gray who will start on 2nd September 2024.

(R) PPG was happy to hear that we were able to replace Dr Nicol's at short notice, as it is exceedingly difficult in this current climate to get a seasoned salaried GP locally. PPG have asked if they could meet Dr Gray, so have suggested that we do a one-off meeting on a Wednesday so Dr Gray can join.

(O) Dr Gray has not been able to get the spare time currently and offers her apologies.

4. Helen our Coder and Summariser is leaving on 24th July 2024, so we are advertising for this role, this has been advertised on our website, indeed, Bampton in the Bush Facebook.

(R) Explained that this is quite a hard job to replace and the importance of this job.

(O) This position has been filled by our HCA Emma Davies. Which is an additional role alongside her HCA job in the practice.

5. Lack of Appointments available –

Part of the issues that cause this are:

- **DNA's** – In the Month of June alone we had x87 patients' that did not attend their appointments, where these appointments were not cancelled, we were not able to offer these to anyone else. On average one face to face 10minute consultations costs the NHS £42.00. So, this month alone not only did we loss x87 appointments but also around £3654.00 in costs.
- **Call Intake** – See Report Sheet provided.
- **Staff shortages**, excessive workload, and pressure as well as lack of funding for new employment. This does not excuse the lack of appointments but does provide a

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rationalisation as to why this is happening. To combat this our Staff are actively sign posting patients to other services.

(R) PPG were surprised by how many patients DNA'd in a month and how much of a knock on affect it has on our appointment system. We have agreed that these figures should be displayed monthly on the boards in reception at Bampton and Carterton. Along with the number of phone calls taken.

(O) This is a working progress.

6. Are you aware of the other **COMMUNITY SERVICES** that are available:

- A. **Witney Community Hospital** – Minor Injury Unit – Deep Cuts, Eye injuries, Broken bones, Severe Sprains, Minor head injuries, Minor burns, and scalds.
- B. **Minor Ailment Scheme** - mild skin conditions, such as acne, eczema, psoriasis, impetigo, athlete's foot coughs and colds, including blocked nose (nasal congestion), and sore throats bruises, sunburn, and minor burns and scalds constipation and piles (haemorrhoids) hay fever, dry eyes and allergies (including rashes, bites and stings) aches and pains, including earache, headache, migraine, back pain and toothache vomiting, heartburn, indigestion, diarrhoea and threadworms period pain, thrush and cystitis head lice (nits) conjunctivitis, cold sores and mouth ulcers warts and verruca, nappy rash and teething.

➤ Pharmacies that cover this scheme:

- Carterton Chemist
- Broadshire Pharmacy
- Boots (Witney)
- Allied Pharmacy (Winey)
- Cogged Hill Pharmacy (Witney)
- Faringdon Pharmacy

- C. **Emergency Eye Hospital (Headington)** – Eye Casualty - Eye Casualty is a specialist department for patients with urgent sight-threatening or painful eye problems only. – You do need to call the telephone triage first before attending.

➤ Details: Tel: **01865 234567** option one followed by option 1

Monday to Friday 8.30am - 4.30pm

Saturday and Sunday 8.30am - 3.30pm (including Bank Holidays)

You will be able to speak to an ophthalmic health professional who will advise you.

If you need advice **out of hours**, please phone **NHS 111** or your out of hours GP practice.

PPG group felt that few are aware of the other services available in the community.

Jojo will do a Statement regarding the purpose of the PPG for John Ordish Parish Voice magazine.

Jojo will do a poster that will be displayed at the following place, Library, Community Shop, Notice Boards in both Carterton, and Bampton.

To add the information, regarding the MECS at the opticians.

Once the poster and statement are created, Jojo will email this to the PPG members.

(O) Poster and information action see attached.

7. **Items for the notice board?**

(R) Posters for the Community Services.

PPG group would like a staff photo board like the one we have a Bampton to be in Carterton also, will check with Sam.

To make sure the same information that is at Bampton is also duplicated at Carterton.

8. **Promoting the PPG to get more participants? – Would like to send out an email to welcome our patients to join the group.**

(R) Posters to invite and promote, also to add something to our registration form.

(O)Poster done see attached.

9. Looking for gardening volunteers?

(R) PPG Would like to help with this but need to send a list of what we would like the volunteers to do. Jojo will email this to the members.

(O) We have a new handyman Mike, who comes fortnightly.

10. AOB

(R) Next meeting we will not be having AOB.

- Any questions or information from the members to be emailed to pm.bampton@nhs.net
- Jeff mentioned that the Windrush surgery is currently operating an online triage service, we explained that a lot of the bigger practices are now operating this type of service. But currently due to the size of our practice and the funding this is not something we can offer currently.
- Reminder to always send agenda a week before the meeting date, so anything additional can be added to the agenda.
- **The Next Meeting date is provisionally booked for Wednesday 2nd October 2024 at 16:00 so the members can meet Dr Gray.**

(O) Meeting has been postponed and moved to Wednesday 13/11/24

Read and signed off:

J. R. Ordesh

Date: 13 November 2024.