



Notes of Meeting held 25.9.13

Time: 7-8 pm

Venue: Deddington Surgery

Invitees:

Name	Attended 25.9.13		Attended 25.9.13
Ted Sutton	Y	Ted Short	
Anita Higham	Y	Ken Dodgson Wilkinson	
E Shirley		Rebecca Falloon	Y
Eileen Jupp		John Webb	Y
Dave Lloyd Harris	Y	Paul O'Sullivan	Y
Barbara Harris	Y	Brenda Cooper	
Peter Richardson	A	Veronica Lough-Scott	Y
Maureen Richardson		Ann Fay	Y
Albert Humphries		Ken Norman	Y
Frank Steiner		Julie-Anne Howe - notes	Y
James Simmons	A	Dr Mike D'Souza – GP chair	Y
		Sue Johnson – Practice Manager	Y

- Welcome and Introductions** - took place.
- Notes of last meeting** – actions from the meeting 12.6.13 were checked by JAH. Any further comments on the accuracy of the notes to SJ please, otherwise agreed as a correct record.
- Deddington Surgery new computer system and new Website**

The **current website** needed replacing because at times emails and information was not getting through to either Dispensary (Repeat prescription requests) or the GPs ('Email your doctor') as they should, and mending it was going to be costly. The surgery decided that rather than do this, a revamped new website would be a better option

- Some draft mock ups of what the new site could look like were circulated for comment – it was noted that white writing on a pale blue background was hard to read for some people. Sue J contacted the website developers about this and they advised that we should wait and look – on a computer – at the new website to see if reading the wording was still difficult. They think that it was looking at a paper copy that was the problem, and the writing on the actual website will show up a lot clearer as it is in bold.
- The request for photos had prompted a wonderful response and photos will be changed seasonally to keep the site fresh.

The new system will again allow patients to order repeat prescriptions online, & Ask Your Dr a Question (non-urgent questions only). Advice about Telephone consultations and leaving Voicemails for a GP (not every GP and not checked every day) will also be available.

Over time patients will be able to do more things online, via the website such as notify the surgery of changed address, change personal details, see results, booking appointments, eventually see your own electronic patient record.

- The first time patients use the new online services they will need to put in all of their details (name, address etc) and enter a password (you will be given an initial one which you will need to change). You will then use your password each time you log in. All records will remain safe and confidential.

Advice on using the online process will be available and online ordering will be OK, but please bear with us if any glitches take place. Just let us know and we will get problems sorted out.

New Computer System

The surgery has been using a clinical computer system called EMIS LV since the early 1990's – which has been used by most Oxfordshire practices. This is very old software (dating back to the 1980's), and a new version called EMIS Web is being rolled out to practices. At Deddington, we swapped to the new system of EMIS Web on 19th September 2013. It has been a BIG change so please bear with us while we get used to using this new web based system

With the new system the GPs are able to see much more information on 1 screen without having to access various sites. They can also take patient details with them if a home visit is taking place.

4. New Healthcare Structure

Strategic Health Authorities and Primary Care Trusts ceased as of 31.3.13, and NHS England is now in place, with a Thames Valley Local Area Team based in Oxford. The LAT (Local Area Team) make the payments to GPs for their core services, as well as for Dental, Opticians and Pharmacists. Other Commissioning is done by the Clinical Commissioning Group (CCG).

Oxfordshire Clinical Commissioning Group has 6 Locality Groups within it. Our Locality group is called NOLG (North Oxfordshire Locality Group). This group has a GP representative from each practice, and meets monthly. Each year each Locality produces a Plan of what areas of healthcare it will focus on in that year. The first NOLG newsletter is also now out.

- Each Locality is seeking ~ 2 people to input from each practices patient group, to sit on a wider Forum group. This wider group will provide a patient and public voice into projects and decisions which NOLG is working on. You can contact Maggie Dent (Equality Manger) directly if you are interested in being one of these patient representatives on

Maggie.Dent@oxfordshireccg.nhs.uk

Anita Higham expressed interest from the Deddington PPG. Others??

5. New GP Registrar – Dr Helen Taylor

Dr Taylor has now started and the patient feedback is already complimentary. She specialises particularly in sports medicine, and is a national tri-athlete, and will also work in family planning area. She will be with Deddington Surgery for 1 year.

6. Blood in Pee Campaign

This is a national cancer campaign to raise awareness of the importance of seeing a GP if you have blood in the urine, which can be an indicator of something that needs further investigation. There will be a national campaign of posters and radio interviews. Treatment could be at the Churchill Hospital with a one stop clinic where a cystoscopy and CT scan can be available on the same day.

7. Annual Patient Questionnaire/Patient Survey

SJ handed out copies of last years' patient questionnaire so the group could consider any changes needed for this year's survey. Some small changes were suggested to various wordings, but it was agreed the essence should remain so that comparison to last year could easily be made. Changed included:

- 80+ being added to the age group, rather than 65 and over
- Gender – add in 'Prefer Not To Say'
- Out of Hours – add in via 111 service
- Q21 – state 'New' website to encourage people to look at it and comment.

8. GPES – General Practice Extraction Service

A new data extraction programme is being introduced in November 2013 by NHS England, who will require all Practices, under a statutory duty, to release patient clinical information held by the surgery in their clinical records, unless patients wish to opt out. It is each GP practices responsibility to make patients aware that this information sharing is happening. Surgeries do not have to contact patients individually, but they do have to run a poster campaign and there is one on the main board at Deddington Health Centre, + leaflets for patients to take away.

Patient Information will be downloaded to the Health and social Care Information Centre (HSCIC), and shared with commissioners, private companies and researchers in either identifiable and de-identifiable forms. The new data care project will for the first time collect and link up patient data across the entire health and social care pathway.

The aim is to use the information to improve population health, as the UK is falling behind other western countries in improving health. However it does raise concerns for some patients who would rather not have their data shared.

NOTE: *After the meeting Sue Johnson circulated an email stating that the data extraction plan has been delayed by the Information Watchdog (Information Commissioner's Office- ICO) as GPs were concerned they had not had sufficient time to uphold their legal obligation to inform patients of this new plan. Data will only be extracted after there has been a national awareness campaign, and the ICO has approved the timescales.*

Oxfordshire Summary Care Record – this is a completely different service which also makes patient clinical data available, but this is where your basic data can be made available, if you give permission, to others in case you need it in Oxfordshire Hospitals - A&E for example.

You can option out of both of these services by writing or emailing your practice if you wish.

9. Heyford Branch Surgery

Members advised that the request for a Heyford Branch has been turned down.

10. Horton Hospital

JAH advised that whilst the Oxfordshire Clinical Commissioning Group was experiencing financial pressures, there was absolutely NO intention of closing the Horton Hospital, or any other community hospital. There were concerns raised about the Horton having services downgraded – the general view was the population needs were changing over time as aging occurred, and changes were quite possible.

Another concern was the increased cost of parking at the Horton – if this is an issue for you, please write to the Horton Hospital to complain.

11. COBIC – Capitated and Outcome-Based Incentivised Contract

This is a new way of commissioning services from the way the Oxfordshire Clinical Commissioning Group has purchased services in the past from various hospital and community providers. This new way of commissioning is about buying a whole patient pathway from a mixed group of providers and the key focus will be patients getting the successful outcomes. The first areas to be tested with this model are:

Maternity services, Older people, Mental health (anxiety & depression). If they do well other services will also be bought using this model.

JAH will report more on this as the new model unfolds.

12. Healthwatch Oxfordshire

Is seeking patient involvement / views on various topics to get the best out of services. It is an independent organisation that listens to people's thoughts and experiences of health and social care in Oxfordshire.

www.healthwatchoxfordshire.co.uk healthwatchoxfordshire@oxonrcc.org.uk

13. Mental Health

Concerns were raised over the Paediatric, and Child & adult mental health service, known as PCAMHs & CAMHs. Some patients had found it difficult to access, schools had found it very ineffective for their students, and many GPs countywide had found it very frustrating to gain access. The forms used were seen as a barrier to getting the help needed. The Talking Space service model run by the IAPT service was much more user friendly and patients could call directly into it.

14. AOB

Note the legal position around Power of Attorney has changed since 2006. Now there are two parts to it, which can be held by different people. One is POA over Finances, and the other is over personal health and wellbeing.

15. **Date of Next Meeting – Tuesday, December 17th at 7pm.** Dr Ruddock will Chair the next meeting.