



Minutes of Meeting held at 7pm on Wednesday 30th November 2022 at Haddenham Library

Present Barry Lynch (Chair), David Gregory (Vice Chair), Dr Mark Howcutt, Jessica Newman (Phoenix) PCN Manager) and 40 members

1. The Chairman welcomed members to the first PPG meeting to be held since 5th Feb 2020 due to the Covid-19 pandemic.
2. The Chairman introduced our guest speaker, Jessica Newman - Network Manager of Phoenix Primary Care Network. The NHS has established new countrywide Primary Care Networks for geographic areas of around 80,000 patients. These networks are providing extended services to supplement General Practices with the intention of supplementing primary and taking pressure off existing GP services.

Jessica told us that PCN was established 3 years ago but that its development has been delayed due to Covid. She has been in the post of Network Manager for 1 year and the PCN has employed 16 people with a further 5 joining since she started. The PCN has 46,231 patients spread across Haddenham, Cross Keys and Unity practices. The PCN is offering and planning to offer a mixture of enhanced services as follows: -

Group Consultations

Face to Face Telephone GP Consultations bookable via practices

Health Care Assistant Clinics. Dressing Clinics due to start 2023

NHS health checks

Physiotherapy

Mental Health Practitioner

Care Homes Team

Social Prescribing

Home visits by Paramedics

Health and Wellbeing Coaching

There will be further new roles for which they will be receiving funding.

Links to services and groups can be found at phoenixhealthpcn.org.uk

Q&A

What qualifications do the people providing services have?

The practitioners all have the relevant nursing and other qualifications

Where is the PCN located?

Within the Unity Health building in Chinnor

Who do the PCN report to

The BOB ICS (The Bucks, Oxfordshire and West Berks Integrated Care Board) which has superseded the old Bucks CCG

What targets does the PCN have to meet?

Targets will be measured annually but the PVN is only currently in it's first year.

Jessica's presentation slides can be seen at the following link

https://www.dinton.info/pdfsext/Primary_Care_Network_Presentation_Haddenham_PPG_301122_FINAL.pdf

3. Practice Report and Presentation – Dr Howcutt

Dr Howcutt explained why General Practice is under such pressure at present

- Patients, on average, used to be seen by doctors 3 times a year now it is on average 7 times.
- Waiting to be seen in hospital is now over a year's wait, when nothing is heard by patient they come back to the doctor and this generates more work.
- Long waiting lists of over 3 months for scans, again patients ring the doctor creating more work.
- Patients have more complex health problems
- In real terms the amount of money your practice receives is going down

A new practice manager Ciar Munn has been appointed to replace Ellen Solley who has relocated to be closer to her family. Dr Louise Thompson has also relocated home

There has been a high turnover of staff in reception and admin teams and recruitment has been difficult and time-consuming

Within the practice there are 3 Practice Nurses who are retiring within the next year, Jenny, Bev and Christine

What is going well.

PCN Pharmacy Team is working well, in fact so well that we are taking on an additional pharmacist ourselves. We are hoping the PCN will support us with finance for this additional resource.

We will continue to develop online tools and update our website.

The online appointment system has been restarted with addition categories of "Telephone" and "Triage" appointments.

Q&A

Can letters be put back on Patient Access to be accessible for patients.

This is currently being looked at but there are some GDPR difficulties to be sorted out at a higher level

Are there plans to merge the practice?

There are no plans for the practice to merge although there were pressures to do so.

Dr Howcutt's presentation slides can be seen at the following link

https://www.dinton.info/pdfsext/20221130_PPG_practice_report.pdf

4. PPG Chair Report

During the lockdown the PPG was surprisingly busy. Brian Rogers and I joined the volunteer team managing the Stoke Mandeville mass vaccination Centre. Brian managed shifts of volunteers organising the car parking and patient greeting and I administered the volunteer rotas. Many of the doctors and staff at Haddenham Medical Centre did shifts in the vaccination hall. As a result of an appeal to Haddenham PPG many members also joined the team working long hours to keep the large number of jabbed patients moving. Thank you all for your tremendous support.

During the pandemic Dr Howcutt provided us with information bulletins which were regularly emailed to our membership. Many members expressed their appreciation for what they described

as the most useful information they had received about Covid.

We took a small stand at the Health and Well Being Fayre, a new event organised by Bucks County Council at Haddenham Village Hall on 25th October 2022 and we fielded questions and signed new PPG members.

5. Online Systems and workshops for patients – The Chair advised that the NHS App was now available to use on PCs in addition to Tablets and Smartphones. The NHS App has improved considerably since its introduction and was now felt by the PPG to be the easiest online system for patient use. Subject to demand the PPG plans to re-introduce training workshops to help patients to get online with making appointments, ordering prescription, viewing test results etc.
6. Any other Business - There was no other business to be discussed.
7. The Next PPG meeting was provisionally set for Wednesday 15th February 2023 at 7pm.
8. The Chairman thanked the members for their attendance and declared the meeting closed.