



Minutes of a Meeting held at 7pm on Wednesday 29th May 2024 at Haddenham Medical Centre

Present Barry Lynch (Chair) Brian Rogers (Vice Chair) Dr Mark Howcutt, Ciar Munn, Fiona Dite of Healthwatch Bucks and 25 PPG members

1. The Chairman welcomed members and introduced Fiona Dite, Patient and Public Experience Manager of Healthwatch Bucks. Fiona gave us an informative presentation of the work that Healthwatch Bucks does to support patients and help them to access information on local health, social care services and local support groups. There is much information on their website which can be found at www.healthwatchbucks.co.uk Fiona has also been working on a Healthwatch commissioned survey of PPGs in the Bucks, Oxford & Berks ICB area. This is the first time any organisation has attempted to gather such a detailed picture of how our PPGs operate and the results clearly show enormous variations in the effectiveness and levels of activity across PPGs. It is hoped that our BOB ICB will draw on this survey to improve the coverage of PPGs across the area and improve the support given to them.

2. Practice Report – Dr Mark Howcutt and Ciar Munn

Ciar informed the meeting of the changes in the nursing team with one practice nurse leaving and another being employed, who starts in 2 weeks. The Nurse who takes blood samples is taking on extra hours which should help with waiting times. Anna, the Pharmacy Technician, has changed from that role to Operations Manager and will be helping with the running of the practice. We have replaced this position with Tracey who will replace Anna. She starts work next week. Dr Davidson the GP trainee has joined the Practice as a salaried GP from August and will be doing 6 sessions per week.

Anna has been working with Brian on the practice website, www.haddenham.org, updating it to a more user friendly state and easier to access.

3. IT Helpdesk and recent issues with changes to software -

Brian explained that the IT Help desk had been getting a steadily increasing number of requests since it went live last year. Nevertheless, in April there had been a sudden surge of requests. The majority of problems related to Patient Access after the recent introduction of a new security level of authentication required before access to the site could be achieved. Brian talked the audience through a relatively simple, alternative method of gaining access through the NHS verification process. However, he stressed that anyone experiencing continuing problems should contact the IT Help Desk for assistance; they should resist the temptation to rush to reception to get new ID Login details in an attempt to solve their problem as this invariably resulted in an exacerbation of their difficulty. He also advised people not to use, and indeed disable any autofill (email address and/or password) facility available to many IT users as this too often caused problems.

Many patients continued to experience difficulties getting repeat prescriptions online and gaining access to medical records. Brian reminded members that, as a matter of patient confidentiality, none of the online systems allow shared email addresses. However, with their GP's approval, it was possible to link individual medical accounts so that a designated person could be given the authority to order prescriptions on behalf of another or in very special circumstances, access some or all of their medical data. Nevertheless, this facility ceased if either person moved to a different practice. Patients attempting to use the NHS website or App were reminded that their account needed to be linked to their specific medical centre so if previous use

had been purely to view their Covid vaccination data it was unlikely that this linkage process would have been done. The NHS website contains instructions detailing how patients can link their NHS account to their local medical centre but anyone experiencing a problem could contact the IT Help Desk.

Finally, Brian explained that the PPG would shortly be starting IT training sessions to provide assistance to patients who were experiencing difficulty using the various medical IT systems and patients should watch out for emails that give further details of these.

4. The PPG event planned for 11th July with Aylesbury Vale Diabetes UK Group at the Airfield Pavilion, with a talk by Dr Kathy Hoffman and Realfood Demonstration, will not now go ahead. The conditions of hire imposed by the Parish Council after booking the venue were unreasonable and placed an unlimited liability on the PPG.

For your diary the PPG will be staging another play by the Human Story Theatre company on the evening of 20th October titled "Lizzie on the Fence", a black comedy about lockdown love during the Covid crisis.

5. AOB - None

6. The date of the next PPG meeting was set for – Wed 18th September 2024 at 7.00pm at the Haddenham Medical Centre.

7. The Chair thanked the members for their attendance and declared the meeting closed.