



Minutes of a Meeting held at 7pm on Wednesday 15th January 2025 at Haddenham Medical Centre

Present Barry Lynch (Chair) Brian Rogers (Vice-Chair) Dr Mark Howcutt, Ciar Munn and 24 PPG members. Apologies from Roy Pritchard, Angela Hiam, Alan Watkins, Mike Wheeler, Vi Swindlehurst, Bev Wilson, Nadim Moge, Lydia Redshaw, Mark Seckington.

1. Barry opened the meeting and introduced Sue Birch who gave a talk about the work of "Connection Support", a charity who help people overcome life's challenges.
2. Connection Support was formed 25 years ago in Oxford with 5 people covering Oxfordshire, Buckinghamshire and Milton Keynes and is a non-profit organisation. To date there are 200 people employed with 120 volunteers.

The full PowerPoint presentation of Sue's talk can be seen at

<https://www.dinton.info/pdfsext/ConnectionSupportpresentation.pdf>

Question – What is the source of your income? – The major source of income is from contracts received after a bidding process. Many of these are with Buck Council

3. Practice Report – Dr Mark Howcutt and Ciar Munn

Ciar said they were fully staffed on the nursing side. Following the leaving of the trainee next month there will be a new trainee starting shortly. She confirmed that the clinical team was unchanged and stable.

Dr Mark Howcutt gave an update from a health point of view in the community with high levels of flu reported. He recommended if you have not had a jab to have one and pharmacies do have supplies of the jab. RSV and Norovirus are now reducing though the hospital struggled with a high number of patients waiting in A&E. The PCN (Primary Care Network) team of pharmacists, paramedics and social prescribers have moved their office to the Haddenham surgery.

Question regarding flu jabs not working as well leading to a high level of flu . Dr Howcutt said flu comes to a peak every 3-4 years and the uptake in flu jabs has reduced. There was the delay in the uptake of flu jab which they had been advised to delay to October instead of September has perhaps caused the amount of people not have the lasting effect of the jab.

Question – Are flu jabs available if paid for at the pharmacy - yes the pharmacy are still doing paid for jabs though supplies are low. In the past companies used to pay for their employees to have jabs but that seems not to be the case now though people can still pay at the pharmacy. In the previous year people received jabs over 50 years of age but this year we have to go back to over 65 years.

Question about support for patients who find using digital systems for obtaining appointments

The feedback on the Accurix system we use to request appointments is working well though some patients struggle and reception will help them fill out the app for them. The practice

deliberately chose Accurix which they thought to be the simplest to use. The other week was the busiest Monday for several years with 180 requests in one day. Who needs to see a GP and who can see a pharmacist is not clear they go back to patients to get more information from them and if possible, request patients to send in a photo if relevant.

Question - who looks at Accurix forms. *Response* - the duty doctor and if you require a particular GP you can put that on the form and we will try to accommodate you if the that doctor is on duty. All the forms go on a long list in the clinical system and all GPs look at it, including Amanda the nurse practitioner.

One member said her recent experience of the surgery (and subsequently A&E) was that she was seen very quickly and praised the service she received. There is a new triage system for same day emergencies at A&E but we need only to send patients to that who can receive treatment and not require a bed.

Question - What is the difference in symptoms between common cold and RSV - very similar comes down to severity coding flu like illness and you cannot prove flu unless you do tests. Triple test nose swab system in hospitals tells them what they have. Does not make any difference to treatment.

Question - Could you have had Covid instead of flu and what about people who have long Covid? If GP suspects Covid they will suggest more testing. No help for people with long covid and clinic set up for it and now closed.

4. Vote Change in PPG management

Barry said that he had been Chair for 7 years and is now stepping down for Brian who is Vice Chair to take over and he will support him until all the systems have been handed over and then offer the position of vice chair to the membership.

Members attending were formally asked to vote on proposed changes in PPG management:

Barry Lynch to resign as Chair of PPG and serve as Vice Chair and Brian Rogers to be Chair of PPG. The proposed changes were confirmed by a show of hands in agreement. The motion carried.

Dr Howcutt gave his thanks to Barry for the service provided over the 7 years and years prior serving as Vice Chair which have brought a huge amount of energy to meetings and discussions and particularly a passion about digital improvements.

Brian Rogers said he is really looking to take over. He also thanked Caz Lynch for the support she has given to Barry and the PPG over these years. He said we need to change a few things starting with fund raising activities. Funds are needed to find suitable venues for PEP talks and activities as the small training room is now occupied by PCN staff. Small rooms are quite difficult to find and hire so will need to raise funds. He intends to work closely with the practice the emphasis being on participation with the practice staff and he has already have established good relations with Dr Howcutt and Practice Manager and wants to represent your views, so if you have any good ideas contact him.

David Gregory spoke as former Vice Chair commending Barry about the progress made with

producing a thriving and successful PPG.

Barry had this week been reading the record of the National Assoc chat room where PPGs were commenting on how things worked in their own practices. Many of the PPG's were describing that they were not even able to communicate with practice partners and requests for discussions and were constantly refused. We are fortunate that we have our Senior partner and Practice Manager provided a long history of support for our PPG.

5. Update on PEP talk programme 2024. List of events which took place and were well attended:

13/09/24	IT Level 1 – Getting on to the Apps
10/10/24	IT Level 1 - repeat due to oversubscription
11/10/24	IT Level 2 - Using all the facilities of the NHS App
15/11/24	Memory Talk - Alzheimer's Society
13/12/24	Lifestyle and Weight Loss

There is clearly a need for information on health management issues and the PPG believes it can support patients and the practice by providing these sessions. The initial programme in 2024 was fully subscribed to and more successful than anticipated. The PPG hopes to continue with this programme in 2025

The PPG IT Helpdesk is still ongoing and receives many queries from patients who struggle with the Apps. We believe that we have never given up on getting patients online and in some cases solving the problems has taken hours to resolve.

6. AOB

Question - Do we have any ideas for fund-raising? Yes - we have a small team working on ideas for fund raising take up the initiative of raising money. A member suggested we approach the Rothschild foundation, which helps many organisations in Buckinghamshire idea.

Barry added that we have survived on the funds previously raised by heroic work of Lesley and Bob with the 200 Club and that this money had lasted until now but now, with a more ambitious programme we would need to raise further funds

David Gregory made the point that if our 1250 members contributed £2 would raise £2500.

Question - How well is the pharmacy coping – they are doing very well and very different from a few years ago. The owner did give a short talk and we hope he will come back and let us know how the pharmacy is progressing. They do not have a very large area to work in and do very well coping with the number of prescriptions.

Our Pharmacy needs floor space 3 to 4 times bigger than they have. As an update, Pharmacy First services offered in the pharmacy take pressure off the Practice. Pharmacy First system has a number of benefits to help GP's and also a source of income for the pharmacy as they get income whenever they see someone

Question - Angela Rainbow spoke about Whitehill Surgery communication problems. Dr Howcutt said different practices in different areas have different problems. In the town there is a huge demand with a young population, and they struggle to meet demand. We are

really lucky though, and by working hard we are managing to normally deal with everyone on the day.

7. The date of the next PPG meeting was set for – Wed 19th March 2025 at 7.00pm at the Haddenham Medical Centre.
8. The Chair thanked the members for their attendance and declared the meeting closed.