

PATIENT VOICE GROUP MEETING NOTES

1. The meeting was attended by Dr Stewart, Sally Mackie (Practice Manager) and 7 patients.
2. Notes of the previous meeting were reviewed. The following were actioned;
 - Weighing scales now available to use in the waiting room
 - A news article was put in the May issue of the Kidlington News about the Patient Voice group
 - Newsletters were sent to local pharmacies to hand out
 - Text messages have started to be sent out to patients asking if they would like to opt in to receiving email copies of our newsletters
3. Primary Care Networks. A primary care network consists of groups of general practices working together with a range of local providers, including across primary care, community services, social care and the voluntary sector, to offer more personalised, coordinated health and social care to their local populations. Networks would normally be based around natural local communities typically serving populations of at least 30,000 and not tending to exceed 50,000. They should be small enough to maintain the traditional strengths of general practice but at the same time large enough to provide resilience and support the development of integrated teams. We are now part of a network alongside Islip Medical Practice, Woodstock Surgery and the KEY medical practice. Dr Wallace has been appointed Clinical Director of our network. We will keep you updated on how things are progressing with the network.
4. Research update.
 - Started in January 2016.
 - - Rapidly progressed from RSI Bronze award in 2015-16 to RSI Silver in 2016-17
 - - For the last two years we have achieved Platinum status and are the highest recruiting non-sessionally funded practice in Oxfordshire.
 - - Last year we performed 9 site studies and 6 new PIC studies and recruited a total of nearly 1000 patients (1/7th of the practice population!)
 - - Rigorous selection procedures – all unsuitable patients are excluded from studies by their usual doctor to avoid insensitive recruitment
 - - High standard of consenting – performed only by those who are GCP (Good Clinical Practice) trained.
 - - We have trained all nursing staff in GCP within 2018/19 as well as any trainees who wish to be involved.

- -We have received very positive feedback from patients that have participated in the research studies
 - - Rigorous pseudo-anonymisation of subjects and adherence to principles of Good Clinical Practice
 - - Now often used for advice and for Feasibility Studies and deemed one of the key practices in Oxfordshire for primary care research in the NIHR and Primary Care research site initiative.
5. NHS app. The NHS have been rolling out an app for mobile phones that will offer patients the opportunity to check their symptoms, book an appointment, view their medical records. We have been advised that the service should be available to use sometime in June 2019.
 6. .Cancer screening – bowel, breast & cervical screening. Our practice has been identified as having a lower than Oxfordshire average for the take up of the 3 national cancer screening programmes for bowel, breast and cervical cytology (smear tests). We are pleased so say that due to further allocations the Clinical Commissioning Group are able to roll this out to a further 18 practices who they feel would benefit from some extra support in improving screening uptake across Breast, Bowel and Cervical Screening Programmes. We will have more information in the waiting room and our website about how and when patients can access these schemes.
 7. Access to your medical record – test results. All patients are encouraged to sign up for on-line access to medical records as they will now be able to see blood test results requested by the practice.
 8. Spring newsletter. As discussed at our last meeting we have started sending texts to patients asking if they would like to receive an email copy of our newsletter. In the age group 20 -25 we have received about 25 positive responses. In future we will add add a link to the newsletter in the Kidlington news to encourage uptake.
 9. Care Quality Commission inspection. The practice is to have a Care Quality Commission inspection on Wednesday, 8th May. Attendees at the meeting were invited to complete a feedback form for the CQC. We will receive our result from the inspection in about 2-3 weeks' time and will publish our results on our website and in the waiting room.
 10. Next meeting. It was agreed to hold our next meeting late September/early October (date to be confirmed).