

CNHC-PPG

Zoom meeting held on 21st June 2021

Present: Moira-Chair; Peter- Sec; Sue Butterworth; Sue C: Ed; Jane; Paula

Apologies from Steph

Note Chris K has resigned from this Group to follow other activities, we wish him well with this and thank him for all his contributions

1. Welcome to two new members:
 - a. Paula Dunleavy and Jane Lanciault
2. Report from Patient Manager re. new telephone appointment system and opening up of CNHC:
 - a. Read out by Moira, see attached copy.
 - b. Questions/comments:
 - i. Are the Care Navigators fully staffed, would more help? Believe that there is quite a high absence rate currently.
 - ii. Care Navigators are trained and have a process to follow to help patients access the best service to resolve their problem
 - iii. Phone system no longer tells you where you are in the queue!
 - iv. Why are the phone lines closed between 1:00p.m. and 2:00p.m.? (Many working patients can only easily call at this time)
3. Vaccination clinics:
 - a. Louise is currently organising the volunteer rotas
 - b. We will need volunteers for the Autumn Flu clinics
 - c. Assuming that the booster vaccinations proceed then these will need volunteers, may be combined with the flu vaccination
 - d. 6th form volunteers had asked if they could be present at to see the injections, the formal answer is unfortunately a "no"
4. PPG liaison with CN School:
 - a. Peter to set up Zoom call as soon as possible
5. Moira to send around any information from Oxfordshire Healthwatch especially relating to Zooms or Webinars:
 - a. PPGs/PCNs engaging in the wider system on 25th June at 6:00 p.m.
 - b. "A personal invitation to understanding patient data" workshop on 7th July at 10:00 a.m.
 - c. Moira suggested having a look at their website as it contains some useful information; <https://healthwatchoxfordshire.co.uk/>
6. AOB:
 - a. Retirements from CNHC:
 - i. Business Manager Mr. Chris Bean has retired, we all thank him for his support and help over several years and Moira will ensure that he receives our thanks and good luck with retirement.
 - ii. Dr. Caroline Keenan retired after a long time serving the patients of Chipping Norton, we wish her well in her retirement
 - b. There have been several comments on Facebook regarding CNHC, these are passed on to CNHC for their information and comment.
 - c. Sue B has been trying to respond to comments on the local Chipping Norton site, some of which are very unpleasant
 - d. Peter suggested that even though there is no NORA or NOXNET meeting we could share across the PPGs how each Practice is doing and how the appointment systems are working, or not.

Next meeting: To be arranged in one month's time; possibly a Thursday evening

Attachment, from Patient Services Manager:
CNHC update

The new appointment system where by patients can call at any time of day seems to be causing less stress to patients as we are no longer having to ask them to call back another day if their GPs list is full for the day they have called. This however has only marginally reduced daily phone calls. We are still experiencing very high demand for appointments and the phone lines are consistently busy. Laura, deputy care navigation team manager is collating data of the number of calls we are receiving daily so we can keep an eye on this. Kris, care navigation team manager, is in talk with the phone system suppliers to see if there are better phone message configurations for us the manage incoming calls more efficiently.

The front doors are now back open and we welcoming patients to come and go more freely, this has been successful so far and we now are using the self-check in screens to the right of the front desk, for patients to check into nursing appointments only, to help manage footfall at the front desk.

All in all, demand is high and we are doing what we can to manage it, but we are still not in a place where patients are a lot happier. We did receive the following on the NHS choices website though

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Fantastic practice

“My husband and I have been patients of CNHC for several years and we wish to put on record how truly excellent we think the practice is. We find the receptionists, phlebotomists, nurses and doctors all professional, efficient and charming and we have always been treated with immense care and compassion. During these incredibly difficult times this has continued and we feel very lucky to have CNHC as our practice.”