

CNHC-PPG

Zoom meeting held on 23rd August 2021

Present: Moira-Chair; Peter- Sec; Sue C: Ed; Jane; Paula; Steph & Phil Lacey

Apologies from Sue Butterworth

Welcome to Phi Lacey, recently appointed Business Manager at CNHC, Phil joined the meeting for the first 20 minutes.

1. Discussion with Phil on various topics:
 - a. Vaccinations going well, waiting for more information on Booster jabs
 - b. 16 & 17-year-olds clinics being organised, walk-ins have been happening in Witney with 2-3 hours queuing time. Lead volunteers will have DBS checks completed
 - c. Flu jabs will start to happen from the end of September, will take place on Saturdays
 - d. Dr. Keenan has now retired
 - e. There has been little activity at the PCN (Primary Care Network) level over the summer
 - f. Telephone system has been improved recently with new messages at the beginning, still get queues which can frustrate patients. Raises a question as to why waiting on the telephone feels worse than travelling to the Centre, then waiting, then travelling home again.
 - g. Reception/Care Navigators still under pressure.
2. Integrated Care:
 - a. Moira discussed with HealthWatch, Oxfordshire, the formation of the Integrated Care System which will replace the CCG (Clinical Commissioning Group) in April 2022
 - b. This should enable the integration of Health and Care with more focus on wellbeing, keeping fit and more inclusion of the voluntary sector
3. Items to raise with CNHC, through Phil:
 - a. Review of current complaints to understand any real problems that need to be addressed taking into account informal and formal ones.
 - b. Peter to send a short list into Phil for further discussion and action
4. Youth Forum:
 - a. ED and Sue (Butterworth) have been discussing setting up a PPG Youth Forum with two sixth form students
 - b. Their views are that mental health should be foremost
 - c. Further progress will be made by Ed and Sue when the schools term starts in September, liaising with the appropriate school staff member and putting a structure in place
 - d. Peter to discuss with CNHC their likely involvement, but conscious that there are a lot of other priorities for them currently.
 - e. Research has found that there is no other Youth Forum in Oxfordshire but there is an active youth group associated with Frome medical practice

Next meeting: Monday 4th October at 19:00 by Zoom