**Report of the open meeting for all patients of Charlbury Medical Practice on 24 July**

Eighteen patients came to the meeting in the surgery on a very hot Wednesday evening. Wesley Rouse, the Practice Manager answered questions and gave information about the Practice.

Deborah Hofman opened the meeting by asking the CPPG steering committee to introduce themselves.

* She explained the purpose of the Group was to make a direct link from patients into the Practice and get information out again.
* Communication was also made by email directly out to the virtual PPG, with articles in the Chronicle and a quarterly Newsletter which will from now on be a fact sheet.

**Primary Care Networks**

* Barbara Shaw then introduced the concept of the Primary Care Network of Charlbury, Burford, Broadshires in Carterton, and Bampton, a population of 30,000, known as the Rural West PCN .Charlbury has 5500 patients registered.
* She explained that the funding from the Oxfordshire Clinical Commissioning Group, responsible for funding and purchasing services, would enhance services provided by the practice and allow GPs to spend longer with each patient.
* The CPPG is keen to represent the views of patients and the other practices in the PCN to encourage the appropriate services to be set up for our population.
* At present it is thought that Social Prescribing and either a Clinical Pharmacist or a Physio would be most valuable.
* Wesley confirmed that currently the PCN is just being set up, and further clarification will be forthcoming.
* There was further discussion about the location of these services and access to them for those without easy access to transport.

**Staffing**

* Wesley then informed the meeting that a new GP, Dr Nicky Jones will be starting in September. Dr Jones has a special interest in women’s health.
* Currently there were two locums working and it was hoped to recruit a male doctor.
* The nursing staff are all in place.

**Flu vaccination**

Wesley had been informed that there will be a national delay in obtaining vaccine for the under 65s, further information will be available at the beginning of the autumn.

**Text messaging: it is essential that the Practice has your most up to date mobile phone number**

This new service reminding patients of their appointments was working well, with 1-2 people cancelling each day freeing up those appointments.

The meeting was concerned to hear that 243 appointments were no shows in the first quarter of the year.

Wesley went on to explain that texts may be used to alert people that their test results were available and possibly to prompt people about their medication reviews. He explained that there would be a review for everyone on repeat prescriptions in the month of their birthday. The role of the clinical pharmacist in the reviews will be decided by the GPs.

**Appointments:** This was clearly an issue of concern for the group represented at the meeting. However it was acknowledged that there were inevitable delays in obtaining an appointment when clinical staff are off sick or away, or there were a number of urgent matters on any day.

The meeting concluded with a message of thanks to GPs, nurses and administrative staff for their dedication. The town is fortunate to still have a local surgery and especially one which offers such good service.