

**MINUTES OF THE MEETING OF THE HEALTH SUB-COMMITTEE OF WANTAGE TOWN COUNCIL HELD AT THE BEACON, PORTWAY, WANTAGE ON THURSDAY 16 JULY 2024 AT 7.30 PM**

**Sub-Committee members present:** Wantage Town Council: Cllr J Hannaby (Chair)

**Other members:** Cllr J Hanna, Cllr P Barrow, J Leggott, J Maberley, J Parker, M Swain

**Town Clerk:** Mrs J Evans.

**Non-Committee members:** Cllr K Morris

**Also present:** J Bridle, Practise Manager, Church Street surgery and R Summers, Practise Manager, Newbury Street surgery.

**Apologies for absence:** R Batstone, J Hutchinson, Cllr C Walters

**8. Declarations of disclosable pecuniary interests, other registrable interests and any non-registrable interests.**

Cllr Hannaby – member of Hospital League of Friends and Trustee of Wantage Nursing Home Trust. Cllrs Barrow and Hanna as members of HOSC. J Parker Newbury St Patient Committee, South Oxfordshire patient alliance. M Swain as a member of the League of Friends.

**9. Statements and Questions from the public**

None

**10. To confirm the named substitutes for the Committee (2 required)**

Cllr Morris volunteered to be a named substitute; A second named substitute was required.

**11. To approve the minutes of the meeting held on 23 May 2024**

The minutes were approved.

ON THE PROPOSITION OF Councillor Hannaby  
SECONDED BY Councillor Morris  
It was RESOLVED that minutes were approved.

**12. Matters arising from the minutes of the meeting held on 23 May 2024**

**a) Physiotherapy services at Wantage Hospital**

Cllr Hannaby had been in contact with the Director of Connect. She was to arrange to speak to him.

**Action: Hannaby**

Cllr Hanna offered to speak to the Director of Place at OCC.

**Action: Hanna**

A discussion followed about the problems surrounding physiotherapy.

**13. To receive an update on the Community Hospital Project**

A pack distributed with information from yesterday's public meeting. MS noted that physiotherapy was not listed as a clinic. She also noted that the proposed location of the podiatry clinic involved a long walk and questioned the suitability of the location. JM felt that the plans were no further forward than they had been in April. It was pointed out that the focus had been on obtaining the funding for the refurbishment.

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Project timescales were questioned; it was felt that they were slipping. It was felt that the original timeline had been ambitious. Timescales to be reviewed at the next HOSC meeting.

**14. HOSC report**

There had been a site visit with OUH on 15<sup>th</sup> July. Several senior staff were involved. Fourteen patient safety partners had been recruited. Demetia care had been discussed and there had been a good presentation on blood infusions. NICE guidance was not to give them unless necessary. This had resulted in a 20% reduction of infusions. There had been a site visit to Warneford and some of the feedback received had been taken on board. The other major work was Wantage Community Hospital. An annual report was available.

**15. Feedback on changes to the way GP services are contacted at Mably Way Health Centre**

Julie Bridle and Robin Summers reported:

Both practises now follow the same process which is much easier. Patients are directed to the practise website or the NHS app. They need to complete an online triage form; it needs to be one form per problem. The form is the same whether online or in paper. The forms completed online go straight to clinicians. When confidentiality issues were raised it was explained that the reception team had been properly trained and were aware of confidentiality. A response could take up to 48 hours, but anything judged as urgent would be dealt with more quickly. Most patients were able to access the form online. Those who turn up at the surgery would need to fill in a paper form. All non-medical staff would book appointments based on clinical triage which was carried out by a GP and used a traffic light system to define urgency.

Standard appointment times had been increased to 15 minutes. There was some concern over the potential de-skilling of patient advisors because of the new system. Church Street started the system on 18<sup>th</sup> April and had processed over 17,000 requests to date. Newbury Street started on 1<sup>st</sup> July and have already processed over 1600 requests. The online system closes at 4pm so that triage can be completed by 6.30pm. It was noted that the system was not available at weekends,

Cllr Hanna was pleased that telephone contact was being maintained. She was concerned that only one issue could be raised per form as this could be off putting for some people. There was discussion about emergency planning and how the Health Centre would handle things like power cuts. Although back-up power for the fridges was being investigated, it was felt that a generator backup for the whole building would not be possible.

Communication was discussed. It was felt that there were still a lot of people who were not aware of the system. Cllr Hanna felt that the committee could help with this.

**16. Other business**

- a) A dentist to be invited to speak at next meeting. HOSC had done some work on Dentistry. A link to this was to be circulated.
- b) The patient groups are having a joint talk on 12<sup>th</sup> September on how to get the most out of the health centre. This will be followed by the Church Street AGM. This will be on Zoom as well as face to face.

**17. Date of next meeting**

17 October 2024 at 7.30pm, The Beacon

The meeting closed at 20.55pm