

## Oak Glen Surgery Patient Participation Group

### Meeting Notes

**Date: Thursday 18<sup>th</sup> January 2018, Time: 6:15pm – 7pm**

- Introductions – AN, DJ, AJ, FP, JS, FK, FS, JH.
- Apologies – none.
- Review of last minutes - Poems in the waiting room leaflets placed in the waiting room. FP.
- Access Plan Review 2017-18 & 2018-19  
Review of achievements.  
Mobile Phone Protocol – this has been saved to the Oak Glen Intranet site.  
Access plan ideas for 2018-19: A repeat of the CPR session for patients, Children choking session by Dr Whitfield, A repeat of the Palliative Care talk.
- New Practice Website feedback please  
Feedback positive.  
Suggestions: Writing in grey text hard to see – to look at.
- Pneumococcal Vaccination – eligibility and recall  
Some of the Recalls actioned 2017-18 for text messaging:  
Influenza, NHS Health Checks 40-74 year olds, Shingles, Stop Smoking Clinics.
- Diabetes Support Group – update – pre-diabetes course  
FK is free-lance Educator – Diabetes X-pert. Pilot to commence in February.  
Review of scheme.
- Bingley & Wilsden PPG Locality meeting – no feedback  
Dementia ‘Lost in Memories’ Tues Feb 13<sup>th</sup> at Bingley Little Theatre, endorsed by local Practices and voluntary organisation.
- Friends and Family Test suggestions and comments, Survey feedback  
Feedback about additional F&F questions gathered over a 3 month period  
Additional questions for the F&FT reviewed.

- AOB  
Practice Newsletter – to follow up.  
Physiotherapy sessions update.  
Self-care organisation – time of flu season.  
Nurse appointment availability – reviewing currently.  
DNA's – traffic light system.  
Hearing aid batteries still on site.  
Facebook – diabetes support group, training dates.
- PPG Meeting dates 2018/19:  
Wednesday 18<sup>th</sup> April 6:15pm – 7pm  
Thursday 19<sup>th</sup> July 6:15pm – 7pm  
Wednesday 24<sup>th</sup> October, 6:15pm – 7pm  
Thursday 24<sup>th</sup> January 2019, 6:15pm – 7pm