

## Oak Glen Surgery Patient Participation Group

### Meeting Notes

**Date: Thursday 25<sup>th</sup> February 2021, Time: 6:15pm – 7pm**

- Introductions – A Nicholson, Practice Manager, Dr R Stevenson, FS, JA, JH, FP, JS & CS
- Apologies – DJ & AJ
- Review of last minutes
- E-Consultations discussion – Dr Rebecca Stevenson, GP Registrar

Dr Stevenson asked the PPG for feedback in regards to E-Consultations to engage whether they would use via the Practice website. Currently, patients can access the form via the website, appointments and e-consults tab. In some cases the e-consult form is an alternative method in getting into contact with the GP for non-urgent queries e.g. repeat sick note, skin conditions etc. Patients can free text a message into the form. It was highlighted that you can upload photos within the system also. The PPG members said they would have a go at trialling. It was also suggested that we make access to the E-consult form in a more accessible place on the website.

- Update on Covid vaccination clinics  
If patients have had their 1<sup>st</sup> Covid vaccine at the Practice, then we will be in contact with patients by telephone to book their 2<sup>nd</sup> vaccine around the 10/11 week.
- Telephone Triage 1<sup>st</sup> service still in place
- Staff Update  
GP Registrar – here until April 2021  
Advanced Nurse Practitioner – starting March 2021. The ANP can deal with minor illnesses (coughs and colds), minor injuries, minor ailments, patients on long term conditions, life style choices and can prescribe).
- Friends and Family Test suggestions and comments, Survey feedback.  
We have had 4/5 positive and complimentary letters in regards to the arranged Covid clinics.
- AOB

- PPG Meeting dates 2021:  
The next meeting date is: Thursday 22<sup>nd</sup> April 2021, 6:15pm – 7pm  
Thursday 22<sup>nd</sup> July 2021, 6:15pm – 7pm  
Thursday 21<sup>st</sup> October 2021, 6:15pm – 7pm