

Oak Glen Surgery Patient Participation Group

Meeting Notes

Date: Thursday 11th May 2023, Time: 6:15pm – 7pm

- Attendees – AN, JH, FP, AJ, DJ, FK, CS, JS
- Apologies – FS
- Review of last notes – services on site

- Access – appointments review

Current Policy for Surgery appointments - JH

Consultations Face to Face/Tel - FP

Extended Access appointments – alternative Thursdays

- Government plans – pharmacies to prescribe low key meds & implications for surgery staff – JH
- Current state of employment of doctors to the surgery – JH
- Plans for Covid booster vaccines going forward – JH
- Care Quality Commission – Monitoring call feedback

- Friends and Family Test suggestions and comments, Survey feedback.
Collection of data for Friends and Family. Survey.

Patient suggestion for the Practice to use SMS text messages – normal results – to follow up.

F&Family comments April 2023 Feedback:

‘Absolutely streets ahead on being able to contact the surgery in a very quick time. The receptionists are great and the Doctors very understanding and professional’.

‘The reception staff are always helpful and kind and SS is very very helpful and easy to talk to’.

‘The feeling is good. Outstanding’.

'I always manage to get an appointment when needed.'

Survey 2023

1. Generally, how easy or difficult is it to get through to someone at your GP Practice on the phone?
2. Were you satisfied with the appointment you were offered?
3. Overall, how would you describe your experience of making an appointment?
4. Overall, how would you describe your experience of your GP Practice?

AOB:

- Ordering Repeat Prescriptions – re-authorisations – review date on S1.
 - Memorial for ST suggestion of blossom tree or plaque.
 - Hearing tests at Canalside HC
 - Ear Syringing on site.
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- PPG Meeting dates 2023:
Thurs 10th August 2023, 6:15pm – CANCELLED to Thursday 3rd August 23
Thurs 9th November 2023, 6:15pm