



**Dr R Harding, Dr T Strefford,  
Dr NK Luty, Dr R Singleton, Dr T Mitchell**

Broadway, Barnton, Northwich, Cheshire CW8 4LF

Appointments: Tel. 01606 544241, Emergencies/Home Visits: Tel 01606 544240, Fax. 01606 784529

## **PATIENT PARTICIPATION GROUP**

**14<sup>th</sup> March 2018**

**Oakwood Medical Centre**

### **SUMMARY OF MEETING**

#### **1. Welcome and apologies**

Apologies were noted from Pat Terry, Lynn Gibbon, Audrey Woods, Joan Barnes. We welcomed new member Rich Dobson.

#### **2. Practice Update**

##### **Nursing – Start Date**

##### **Telephone Lines Update**

##### **NHS England – 3<sup>rd</sup> Available Appointment**

##### **Appointments Review**

##### **Practice Vision and Statement**

Our new Practice Nurse is called Roisin Lavin and will be starting on 23<sup>rd</sup> April 2018. We are very pleased to have such an experienced nurse join our team; Roisin has previously worked in general practice and has had recent experience in NHS Trusts also.

While Roisin awaits her start date we are continuing to use some District Nurse Staff who are able to help up with a few hours per week. This has proved excellent in developing relationships between us and the community staff, as well as providing much needed appointments.

The new telephone lines are due to be installed on 19<sup>th</sup> March – full information around the install is not yet available but it should mean more functionality for the practice leading to a better patient experience. Thank you to all who sent comments, they are being incorporated into the new system.

NHS England will be asking practices when their next 3d available appointment is – collating this for ‘pressures on GP’ information. We have answered this question. Appointments Review was discussed at length. LC has promised a full survey over a two week period so that it can inform appointments review. LC to feedback to the group and bring information to the next meeting.

The practice vision and statement was discussed and changes were approved – LC to circulate to the staff at Oakwood and then a full publication to the PPG and wider public after this.

#### **3. PPG Update**

##### **Diabetes Awareness Week – April 18<sup>th</sup>**

##### **Video Conferencing**

The practice is hosting a Diabetes Awareness Session during diabetes awareness week. It will be held in the practice on 18<sup>th</sup> April 12-2p. We will be reaching out to partners (specialists) and will put information on our website/texting patients information. Local schools will be invited to bring ambassadors. The PPG are invited to attend and give suggestions for the day.

Video Conferencing is coming to Oakwood! This is to help the PPG and see if we can provide electronic meetings for those who may struggle to meet in person. LC to invite PPG to trial this once it is installed (April 18).



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**4. AOB**

**Appointments Discussion**

The appointments review was discussed in more detail and the PPG discussed options to reduce demand on GP time, therefore freeing up appointments – suggestions were: direct referrals to a physio, midwifery direct referrals, directing to the pharmacy directly, direct referrals within a consultation to a specialist via video conferencing (LC to speak to IT about this)

**Meeting finished at 7.20pm**