

Oak Glen Surgery Patient Participation Group

Meeting Notes

Date: Thursday 24th January 2019, Time: 6:15pm – 7pm

- Introductions – AN, DJ, AJ, BG, FP, JA, FK, JS & CS
- Apologies - FS
- Review of last minutes

- Self-Care Champion – advert
- Diabetic foot clinics at Oak Glen – 7th February. More clinics have been added to the external booking rota.
- Extended Access – rationale behind locations
- Update: courses for prevention of diabetes – March and Autumn
- PPG Leaflet
- GP recruitment – ongoing – salaried GP advert closing date end of January 2019.
- Access Plan – progress, achievements and challenges:
 - Scanning audit – currently being undertaken by Data co-ordinator.
 - Staff Resilience training was completed by Dr Hafiz on 21st Nov 2018. Currently collating staff feedback forms.
 - Diabetes X-pert and Pre-diabetic sessions – all feedback forms received.
 - DNA Poster shown. DNA's on appointment slips. DNA letters to patients – currently reviewing. To review DNA figures April meeting. Dentist slip for failing to attend appointments message discussed.

- Fair Processing Notice Policy, Fair Processing Notice Policy (for patients aged 13 and over) and Staff Privacy Notice Policy.

- Friends and Family Test suggestions and comments, Survey feedback Feedback.

- AOB
Practice Leaflet revised
Online access to medical records and detailed medical records.
Scales in Treatment Room.
Extended Access Service – geographical location – nearest for Bingley patients is Shipley.
Increase in diabetes and obesity.

- PPG Meeting dates 2019:
Thursday 24th January 2019, 6:15pm – 7pm
Thursday 25th April 2019, 6:15pm – 7pm – CANCELLED – changed date to: Thursday 9th May 2019
Thursday 25th July 2019, 6:15pm – 7pm
Thursday 24th October 2019, 6:15pm – 7pm