

## Oak Glen Surgery Patient Participation Group

### Meeting Minutes

Date: Thursday 28<sup>th</sup> April 2022

PPG by email.

- Website layout, format & content feedback
- Team update  
We have a new reception staff member – we welcome LK who joined the Practice in February this year.
- Appointment System  
This is currently under discussion, and we hope to provide further feedback shortly.
- Prescription reviews – all items to be done same time.
- Service update

Sick notes – currently patients are asked to ring the Practice and request and a telephone call.

We are informing patients to order prescriptions online, post or hand in requests and are not taking requests over the phone, unless agreed by a clinician to do so.

Reception is promoting the online services.

- Friends and Family Test suggestions and comments, Survey feedback.  
This survey will recommence shortly.
- AOB  
Resuscitation Training – we are currently looking into a date in summer.  
Further information to follow.
- PPG Meeting dates 2022:  
Thurs 28<sup>th</sup> April 2022, Thurs 30<sup>th</sup> June 2022, Thurs 15<sup>th</sup> September 2022  
Thurs 24<sup>th</sup> November 2022