

Oak Glen Surgery Patient Participation Group

Meeting Notes

Date: Thursday 9th May 2019, Time: 6:15pm – 7pm

- Introductions – AN, AJ, DJ, BG, FK, FS, ES, JS & CS
- Apologies
- Review of last minutes – diabetic foot clinics at Oak Glen and Canalside HC.
- Dashboard figures for Patient Engagement explained:
 - Attendance of patient networks – 5 sessions per yea
 - Respond to patient feedback on NHS choices and opinion – never responded
 - Website info – how to join the group - actioned
 - Information on the website – practice volunteers have been doing/self care events - actioned
 - You said, we did - actioned
- Access Plan 2019/20
 1. To fully implement active care navigation signposting (patient choice).
 2. Create Partnerships and Collaborations (see below). Example: Carers Resource Representative at Flu season
 3. Did Not Attend (DNAs)
- Feedback from Bingley PPG groups
 - Meeting up with GB, Self Care Champion on Thurs 23rd May – to promote further self-care & develop partnership working.
 - Next Bingley Local PPG is Monday 3rd June 10am, Canalside HC.
- Friends and Family Test suggestions and comments, Survey feedback.
- AOB
 - Oak Glen PPG Chair, Secretary – Job Descriptions to provide
 - Did Not Attend message on prescriptions – had several complaints from patients. Email wording to PPG.
 - Face to face telephone consultations, skype.
 - DNA – highlight cost of not attending.
 - Dr Whitfield name on sign to be removed.
 - Online access – some letters are blacked out – contact IT.
 - X-ray – walk in – BRI – query.
 - Child choking session to organise.
 - Defib training for patients.

- PPG Meeting dates 2019:
Thursday 25th July 2019, 6:15pm – 7pm
Thursday 24th October 2019, 6:15pm – 7pm