

Oak Glen Surgery Patient Participation Group

Meeting Notes

Date: Thursday 23rd January 2020, Time: 6:15pm – 7pm

- Introductions
- Apologies
- Review of last minutes
- PH, AGH Governor – any feedback from PPG.
- Feedback from DW representing BRI.
- Current staff update.
- Patient Check-In – how many patients are ahead of you before appointment.
- Access Plan to be shortly signed off by PPG.
- Friends and Family Test suggestions and comments, Survey feedback.
- NOV 2019:
 - “Happy with all”
 - “Wouldn’t change anything”
 - “Text 24 hour hours before appts as reminder”
 - “more courses”
- DEC 2019:
 - “I can’t fault the surgery”
 - “Nothing. Really good doctors and surgery”
 - “No – all experiences have been good”
 - “Maybe extra blood test for diabetics, but otherwise satisfied”
 - “Wi-Fi in the waiting room”
- AOB
 - Did Not Attend appointments (DNA)
 - Diabetes Prevention Course – starting in April 2020 onwards.
- PPG Meeting dates 2019:
 - Thursday 23rd April 2020, 6:15pm - 7pm
 - Thursday 23rd July 2020, 6:15pm - 7pm
 - Thursday 22nd October 2020, 6:15pm - 7pm