

Oak Glen Surgery Patient Participation Group

Meeting Notes

Date: Thursday 25th February 2021, Time: 6:15pm – 7pm

- Introductions – A Nicholson, Practice Manager, Dr R Stevenson, FS, JA, JH, FP, JS & CS
- Apologies – DJ & AJ
- Review of last minutes
- E-Consultations discussion – Dr Rebecca Stevenson, GP Registrar

Dr Stevenson asked the PPG for feedback in regards to E-Consultations to engage whether they would use via the Practice website. Currently, patients can access the form via the website, appointments and e-consults tab. In some cases the e-consult form is an alternative method in getting into contact with the GP for non-urgent queries e.g. repeat sick note, skin conditions etc. Patients can free text a message into the form. It was highlighted that you can upload photos within the system also. The PPG members said they would have a go at trialling. It was also suggested that we make access to the E-consult form in a more accessible place on the website.

- Update on Covid vaccination clinics
If patients have had their 1st Covid vaccine at the Practice, then we will be in contact with patients by telephone to book their 2nd vaccine around the 10/11 week.
- Telephone Triage 1st service still in place
- Staff Update
GP Registrar – here until April 2021
Advanced Nurse Practitioner – starting March 2021. The ANP can deal with minor illnesses (coughs and colds), minor injuries, minor ailments, patients on long term conditions, life style choices and can prescribe).
- Friends and Family Test suggestions and comments, Survey feedback.
We have had 4/5 positive and complimentary letters in regards to the arranged Covid clinics.
- AOB

- PPG Meeting dates 2021:
The next meeting date is: Thursday 22nd April 2021, 6:15pm – 7pm
Thursday 22nd July 2021, 6:15pm – 7pm
Thursday 21st October 2021, 6:15pm – 7pm