

Oak Glen Surgery Patient Participation Group

Meeting Notes

Date: Thursday 15th November 2018, Time: 6:15pm – 7pm

- Introductions
AN, Dr H, BG, JH, FP, DJ, AJ, JS, CS & FS
- Apologies
JA, FK
- Review of last minutes
Foot clinics – Sister Taylor has raised concerns regarding the availability of local appointments. Two clinics given for Oak Glen Surgery on 22nd November and 13th December. Diabetic foot checks conducted yearly.
- GP and staffing update, future plans and IT issues – Dr Hafiz.
GP recruitment currently ongoing. Feedback given.
IT issues - independent investigation to be conducted.
- Access Plan – progress, achievements and challenges
'Did Not Attend' report & protocol.
- Patient Forum Leaflet – 1st draft. Practice email address to be added.
- Friends and Family Test suggestions and comments, Survey feedback
Feedback – Diabetes Prevention Courses – feedback positive.
- AOB
- Evergreen App – feedback given. No different to accessing scripts and appts via S1. Security and privacy concerns. Not user friendly. But get links to CDM e.g. diabetes information. Same password cannot be used for online access to children's record, which makes it difficult when ordering repeat medication. Practice website to be updated – access to all GP online appointments. To make it clearer on website whether the GP is male or female.
Flu reminders for vulnerable patients.
DNA wording of letter – tougher policy. DNA poster.
- PPG Meeting dates 2018/19: Thursday 24th January 2019, 6:15pm – 7pm