

## Oak Glen Surgery Patient Participation Group

### Meeting notes

**Date: Thursday 30<sup>th</sup> July 2015, Time: 6:15pm – 7pm**

- Attendees: AN, EP, AJ & DJ, JS & CS. Apologies: none.
- Review of last minutes
- Self-care BP monitor demonstration by Dr Hafiz.  
Protocol to be written for patients and reception.
- Bingley Show – feedback.  
A lot of BP readings taken on the day. Well-manned, good presentation, balloons stood out. Positive day.
- Prescription requests  
Practice audit undertaken.  
Unable to take prescription requests over the telephone from 1<sup>st</sup> October.
- Suggestions  
X1 – Radio 2 or Smooth Radio not the pulse – reception informed.  
Friends and Family Test – no comments from April – June.
- Communication – facebook and email.  
Reception emails to read each day.  
Set up automatic response non urgent via Microsoft Outlook.  
Facebook to look into.
- AOB  
Dr Lydia Sudbury, GP registrar will be joining the practice.  
Clinics start from Tues 18<sup>th</sup> August.  
Suggestion 2 chairs with arms for the waiting room.  
Healthy eating, diet and exercise – support group – to discuss at next meeting.
- PPG Meeting dates 2015-16:  
Thurs 22<sup>nd</sup> October 2015, 6:15pm – 7pm  
Thurs 21<sup>st</sup> January 2016, 6:15pm – 7pm