

King Edward St Patient Participation Group (PPG)

Thurs 12 Mar, 12:30pm – 1:30pm

Agenda

Apologies: Piet Schoenherr, Harriet Mercer and Liam Saddington

A. INFORMATION FOR PATIENTS

- 1. The Future of the Practice**
 - A new partnership – new ideas
- 2. Bowel Cancer Screening research**
 - Results from our survey

B. ISSUES FOR THE PRACTICE

- 3. Sources of patient feedback**
 - Complaints
 - Friends and Family Test
 - Annual patient survey
 - Suggestions box
 - Picking things up informally
- 4. PPG report**
 - Consideration of survey findings
 - Agree priorities for the coming year
- 5. Extended hours** (beyond Mon-Fri 8am to 6:30pm)
 - Should we continue to offer these as **early morning appointments**?
- 6. Practice-based counsellor**
 - We are thinking of employing a counsellor for 8.5 hours a month (or 2 hours per week for 51 weeks a year) – should we share with another Practice?
- 7. Minor ops**
 - Thinking of offering a mini-clinic but best for us if out of term time
- 8. Out of Hours**
 - Noticed quite a lot of calls to out of hours for advice with issues that have been around for some time. Why are people waiting until after 6:30pm to phone? Do pts know they can ask for a telephone consultation with our GPs – should we advertise this more?
- 9. Registering new students**
 - Any views on how easy this is – how else we could do it?

C. ANNOUNCEMENTS

10. Oxfordshire Commissioning Group – City Locality involvement:

- Latest City Patient Forum was held 05 March 2015, notes awaited but will be circulated once available
- Details of the next city-wide Patient Forum are still to be confirmed

11. Date and time of next meeting

- May/ June – t.b.c.