

King Edward St Patient Participation Group (PPG)

Wed 25 Nov, 1pm – 2pm

Agenda

Apologies: Ana Clark (St Catz MCR), Eleanor Morris, Julie Brooker, ...

A. INFORMATION FOR PATIENTS

1. Online prescriptions

- Facility to order online 24/7 and book appointments too
- Next month we will be offering electronic prescriptions – delivered to the pharmacist without the need to collect a paper prescription

2. Named GP for all

- Surname A – L = Dr Drury; M – Z = Dr Kirkaldy – any feedback

B. ISSUES FOR THE PRACTICE

3. Sources of patient feedback

- Complaints
- Friends and Family Test
- Suggestions box
- Picking things up informally

4. New website

- Any views on how helpful it is. Any feedback people wish to give?

5. College Welfare Newsletters

- Highlight developments such as online prescriptions/ electronic prescriptions, availability of early morning appointments, to gather potential feedback and promote FFT.

6. Patient Survey

- No longer mandatory. Should we use the same questions/format?

7. Care Quality Commission (CQC) Inspection

- When they come they will want to talk to representative(s) from the group

8. Choosing a Chair

- Previous chair has now left the Practice – who would consider the role?

C. ANNOUNCEMENTS

9. Oxfordshire Commissioning Group – City Locality involvement:

- Next city-wide Patient Forum is being held 26 November 2015, the topic is the 'Social Care Cuts and Possible Impact on Health', in the Newman Rooms (in Rose Place, just off St Aldates in the city centre) at 1:30pm (notes will be circulated once available).

10. Date and time of next meeting

17 Feb 2016 – 12:30pm to 1:30pm.