

King Edward St Patient Participation Group (PPG)

Thurs 27 May, 12:30pm – 1:30pm

Agenda

Apologies: ...

A. INFORMATION FOR PATIENTS

B. ISSUES FOR THE PRACTICE

1. Sources of patient feedback

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

2. Registering new students

- Any views on how easy this is – how else we could do it?

3. RVS befriending scheme for over 60s

- Looking for volunteers (works with 'Linkages') – see overleaf

C. ANNOUNCEMENTS

4. 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

5. Date and time of next meeting

- 25 Nov 2015 – time t.b.c.

Royal Voluntary Service Befriending Scheme

The new befriending service is being started in Oxford City and working with 'Linkages' who find volunteer placements for university students. It will provide befriending and telephone befriending but, at the moment, only in the city centre itself. In time it is hoped to recruit volunteers from the wider community which will give the scheme more flexibility but in the meantime if GPs have people who would like a befriender in the city the scheme would be happy to help.

Doctors often deal with people for whom volunteering would be a really positive activity. RVS have had many volunteers who suffer long term health issues such as depression and volunteering is a fantastic opportunity for them to build their confidence and self-esteem and to be a productive part of the community.

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