

## Oak Glen Surgery Patient Participation Group

### Meeting Notes

**Date: Thursday 22<sup>nd</sup> October 2020, Time: 6:15pm – 7pm**

- Attendees: AN, DJ, JA, FP, JH, FS, FK, JS, CS
- Apologies: AJ
- GPs - Telephone 1<sup>st</sup> triage service still in place.
- Nursing – Telephone 1<sup>st</sup> triage service for Chronic Disease Management.

Face to Face appointments: Phlebotomy, Baby Immunisations, Smears, injections for B12 or Prostag, Flu, Pneumonia & Shingles & CHD reviews.

Telephone triage calls – suggestion that reception confirm a timeframe for when the GP will call back, this would be easier for both parties.

- New phone system installed – feedback please  
Suggestions were to shorten initial day message and have some interim messages recorded.
- New automatic door system now in place.
- Flu Season – we have just run two Saturday clinics in October – high up take from patients both days.
- Friends and Family Test suggestions and comments, Survey feedback.  
Friends and Family Survey currently suspended but we are currently looking into adding this to the online services for patients to complete.
- AOB  
Diabetic Foot Checks – routine appointments suspended temporarily  
District Nurse Provision  
Shingles vaccination – when are patients called in?
- PPG Meeting dates 2021:  
Thursday 21<sup>st</sup> January 2021, 6:15pm – 7pm  
Thursday 22<sup>nd</sup> April 2021, 6:15pm – 7pm  
Thursday 22<sup>nd</sup> July 2021, 6:15pm – 7pm  
Thursday 21<sup>st</sup> October 2021, 6:15pm – 7pm