**Summertown Group Practice**

**Patient Participation Meeting**

**16 January 2025**

**12.30 – 13.30**

**Online via Microsoft Teams**

1. **Practice staff changes** – We have employed Victoria Brady to join our admin team for the next 6 months to call our house bound patients to book them in for their RSV. Victoria will also be working on getting our patients in for their annual checks for long term conditions such as COPD, asthma and diabetes.

Omnia Ali– Clinical Pharmacist

We have employed her for an extra day, so this will now give us more support with pharmacy queries like medication reviews.

1. **New building update** – Heidi advised the PPG members that the Health Secretary Wes Streeting has agreed to meet with an Oxford MP to discuss concerns about Summertown Health Centre’s need for new premises.  South Parade and Diamond Place are still viable options, but it all comes down to funding and whether we would be able to secure any.  Heidi will update the PPG members at the next meeting if we have had an update.
2. **Extended hours**. – Dr John Monach provided the group with update on our extended hours service. We offer 1 in 3 Saturdays depending on how the rota falls across our Practice Care Network (PCN) – for each extended hours session, we have appointments with a GP, nurse and phlebotomist. We have found these nurse appointments particularly useful for smears and baby immunisations, as it is often easier for people to attend at the weekend rather than in the week, resulting in lower DNA rates. The partners also use the extended hours in the morning or evening to make sure patient emails/e-consults are responded to in a timely manner.
3. **RSV campaign** – We have started to offer more appointments for the RSV vaccines. The RSV vaccine helps protect against respiratory syncytial virus (RSV), a common virus that can make babies and older adults seriously ill. It's recommended during pregnancy and for adults aged 75 to 79. Our next scheduled Saturday vaccination clinic will be on 15th February. We also have one of our nurses visiting our house bound patients to vaccinate.
4. **Volunteer work** – We discussed how the practice must be careful about patient confidentiality; therefore, we are limited to what volunteering opportunities are available. However, as previously mentioned, we would welcome help and support with the gardening at the practice and with the marshalling for our vaccination clinics. We are also looking at running NHS App drop-in training sessions for patients over the next couple of months. Once a date has been confirmed we will let the group know. We are also looking for volunteers to come into the surgery and collect feedback from patients in the waiting room on their experience with our health centre, which we can use to make improvements in the future if needed. If you are interested, please contact Scarlett.
5. **Patient feedback** – We shared the feedback from the survey monkey we sent to the PPG group. We had good feedback for the first six questions however we noticed that many people failed to respond to the remaining questions.

-Replies showed that people found it very easy or easy to get through on the phone and to contact us by using our website. With the majority of people also finding our reception and administration team very helpful. The survey did highlight however that the majority of people who responded didn’t use the NHS App. Feedback at the meeting was that it would be useful to arrange a training session on this for the group. Scarlett to arrange.

Positive feedback from our recent Friends and Family results

We had lots of positive comments about our new receptionists on the front desk as well as our latest trainees.

* Very friendly and attentive receptionist and excellent consultation with GP. Very informative and felt confident about his recommendations.
* Everyone is very helpful and pleasant
* I find Dr Susannah Black such a lovely and warm GP. She is very thorough, knowledgeable, empathic, has great listening skills and clearly has her patients’ best interests at heart. Thank you Dr Black.
I also find the Patient Co-ordinators very pleasant and helpful when I call the Practice. Repeat prescriptions are done quickly and over the last 40 years of coming to The Practice I have found everything to be very good. Thank you
* I always find my experience with SHC excellent..
* Cutteslowe is lovely and calm. I was seen by a student doctor and confirmation of treatment by Dr Saunders. Both were very professional, put me at ease and went through everything with me. I felt treated with respect and sincerity. Thank you.

 Feedback to improve on –

* Re-decorate practice! Building quite shabby. – Our Operations Manager is currently gathering quotes for redecoration and replacing of carpets.
* IMPROVE YOUR RECEPTION ROOM AND ADD A CLOCK UPSTAIRS. – As above and clock has now been purchased and put up.
* I would have scored “very good” if there was more than one person on reception but appreciate it was the Christmas period.- We have now increased our reception team hours and employed two new full-time receptionists. This will help ensure that we have two people on the front desk during our busy times.
* The possibility of a water dispenser in the waiting room may be considered. Unfortunately, due to cost and space issues in branch surgeries this is not possible. However, we have now put up posters to let patients know that they can request a glass of water from reception if needed.
1. **Any other business** –
* Scarlett sent an email from Health Watch with a few webinars to join in with in the up upcoming weeks.
* Discussion had on mixture of face to face versus virtual PPG meetings. All agreed that it is useful to have a mixture to ensure that as many people as possible get an opportunity to attend throughout the year. With online meetings particularly useful for those people working from home or with limited mobility.

**Charity work.**

* We are really trying to get involved with raising money for charity this year.
* We raised over £177.00 for our MacMillan coffee morning at Summertown health centre.
* We also brought in lots of clothes, tinned food, sleeping bags etc over the Christmas period for a homeless charity.
* One of our staff members, who is studying medicine, will be travelling to Nepal in August this year, she is trying to gather sanitary products for those in need. Any donations would be appreciated and sent along with all other donations.
* Our next practice newsletter will be out in February and will include details on the above.

Next PPG Tuesday 13th May 2025