**Summertown Group Practice**

**Patient Participation Meeting 25 January 2024**

**12.30pm – 1.30pm**

**North Oxford Association**

1. **Research –**

* Asked PPG their opinions on how research was being promoted in the surgery, and that invitations to research were not too intrusive - feedback from PPG that they were happy with the way that it was promoted, and they felt that data protection and usage was well explained with the two members who had taken part in the biobank study.
* I explained that we were expanding from publicly funded NIHR research into a small amount of commercial research which could help us to access certain medications and technologies earlier, as well as helping improve medical knowledge and bring some income into the practice.

1. **Practice staff changes –**

* Reception – Two senior experienced receptionists returned to the team at start of January, one from maternity leave and the other after working at another practice. Having these receptionists back in the team will allow us more time to focus on staff training. We will also be placing another advert shortly to find replacement for part-time receptionist due to retire soon.
* GPs – Dr Dylan Reid left the practice 12th January, we have employed a locum GP Dr Neal Tucker to help cover whilst a replacement is found.
* Dr Lorna Monteith and Dr Lynsey Bennett have both been reapproved as trainers this month.  Dr Hannah Peters was reapproved last year.  We currently have three trainees at the practice, and this is working well.
* Nurses – Jannett Perez is now halfway through her Practice Nurse training course, because of this training we have been able to offer more smear appointments to our patients.
* Administration – We now have taken on more staff to help with GP administration and improve communication with patients.  Having these staff members has meant we can proactively call patients in for reviews when due.

1. **PCN update –**

* More FCP sessions – we now have 13 per week, as against 8.  So, patients should be able to see a FCP more quickly in future.
* FC Dietician – two days a week; all day Monday, Thursday, and Saturday morning.  Thurs/Sat will include group work when we get numbers up, Monday will be 1-2-1 all are by phone or Teams.  Service is initially until end March once we can assess the need with the potential to continue.
* Please spread the word, these appointments, subject to criterion, are self-referral – just phone reception!
* SPLW and Health and Wellbeing coach are available.

1. **Friends and family update –**

* Informed our PPG members we have friend and family. We use this to improve our practice by taking on board all comments.

1. **South parade update –**

* Heidi & Matthew are having a meeting on Thursday 1st Feb with Julie from the BOB ICB – we will discuss the outcome of the meeting in the next PPG meeting.

1. **Website –**

* The PPG button is more prominent on home page.
* Updated link on PPG button
* Research and PCN links will be added more prominently.
* Fit note added back on
* CL explained that we have some funding to improve the website and the changes to the research pages will be made by the end of February.

**PPG feedback –**

* Chris mentioned the repeat prescription button is not working on patient access. Agnes was going to help Chris with this issue.
* Reviews – we need to put a comment after all patient comments left on google etc.  Patients think we are ignoring them and therefore this reflects badly on the practice.
* Promote NHS App for repeat prescriptions in the practice, on the website and on Facebook.
* More lifestyle stuff on Facebook.  We need to use it more and put the newsletter on it.
* Group walks wanted. (Park run)
* Suggested free parking for the PPG the council if they would fund free parking for our patients for our F2F PPG meetings, they think this would help bring more people to join the PPG.

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