**Summertown Group Practice**

**Patient Participation Meeting Wednesday 8th May**

**12.30pm – 1.30pm**

**Via Microsoft Teams**

* **Welcome to new members**

Gemma welcomed new members - – Lynn Ahmed & Benedicta Cornwell and outlined the purpose of the PPG which is to provide regular updates on changes within the practice and to seek regular patient feedback on how we can improve our services and on potential upcoming changes. Gemma also thanked the existing members for continuing to give up their time and for providing their valuable feedback. She also explained to the new members of the group that we have a mixture of online and face to face meetings to accommodate everyone’s requests and to ensure as many people as possible are able to attend.

* **Covid vaccination clinic feedback**

The practice held our first Spring Covid vaccination clinic on 27th April, vaccinating 420 over 75’s and immunosuppressed patients, across two sites. We received really good feedback from our patients regarding how well this ran on the day. We have another vaccination clinic scheduled for 11th May for those unable to attend the 27th April.

We used a new online booking system called Accuxbook which allowed us to send text messages directly out to eligible patients. We found this worked really well, with nearly half of these patients booking their appointments online. We have also been calling any eligible patients directly who don’t have mobile phone numbers on record.

* **PCN update**

The PCN now has a new care coordinator called Julie Butler, Julie comes with lots of experience as she used to be the practice manager at Banbury Road Medical Centre.

We are part of a PCN group with 19 Beaumont Street, Banbury Road Medical Centre and Luther Street.

The PCN offer a range of services from physiotherapy to pharmacists.

* **Staffing update**

We have a new practice nurse, Christine Bates joining the practice at the end of May, who will be doing minor illness as part of her role.

Dr Emily McGee and Dr Joeseph Doris will completing their medical training with us at the end of July and taking up permanent salaried GP roles from August, which will increase our total number of GP sessions per week by six sessions.

We are still looking for new patient coordinators to join our team.

* **Appointments**

Gemma discussed with the group the reasons why the practice has chosen not to allow patients to book face to face appointments on-line, as we feel that it is best for patients to triaged by a patient coordinator to get the appropriate help/advice they need, to ensure that appointments are not booked inappropriately and ensure that the practice is able to offer patients routine face to face appointments and telephone calls the following week.

However, following the success of the online booking for the Covid vaccine clinic, the practice will now be looking at making more appointments online bookable such as blood appointments and asthma and diabetic reviews, to help reduce the call wait time for patients.

* **NHS App**

We have arranged for an NHS digital lead to come in on Saturday 18th May to provide training to our reception team. The NHS app is not managed by the practice so unfortunately, we are unable to help patients with technical difficulties, however this training should help the team understand the app in greater detail and assist patient who require help setting this up. We are hoping to be able to organise drop-in sessions for our patients in the future.

* **Social media campaigns**

Gemma discussed how we are trying to improve our communication with patients. We have a Facebook page up and running and we are planning on updating this monthly to let our patients know about specific health campaigns.

The practice has also started a patient newsletter which you can find on our website and if you are signed up to receive this via email. If you are not already signed up for this, you can do this via our website.

We have also updated all of our noticeboards in Summertown recently to update our patients with updates on our research, medical training and health promotions. We are now in the process of updating our boards at the branches.

* **Premises update**

Heidi provided the group with an update on this, she spoke to the senior programme manager for primary care estate for the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) today (Wednesday 8th May) and the project initiation documentation (PID) that was submitted for the South Parade development has not yet been submitted to the executive board for approval.  This means that we are currently not able to renew our lease for Cutteslowe as we don't want to sign a long lease, our developers are waiting patiently which means at some point, we might lose the site.  The BOB ICB are very aware of the current problems we are facing but unfortunately currently it is just a matter of wait and see.  We are unclear as to whether or not we will be able to keep the branch surgeries if the new development gets approved. Heidi to update the PPG at the next meeting.

* **Medical Teaching update**

The practice continues to offer medical students placements throughout their training from year four placements of two weeks to final ST3 placements of a year. We have had great success from these placements with a number of GPs taking up permanent roles following their training with us including Dr Emily McGhee and Dr Joesph Doris.

Rachel Lane and Lynsey Bennett are working together with the neurology department to try and set up a GP education event in Oxfordshire.

**Volunteer opportunities**

Heidi advised the group that if anyone wanted to sign up to help with the gardening or marshalling at covid vaccination clinics in the future to let us know.

* **PPG feedback during meeting**
* Rachel provided positive feedback on our e-consultation process and how these have worked well for her and her family.
* Rachel also provided feedback regarding her experience of booking an appointment over the phone and that although mainly positive it depended on who you spoke to, and that she felt sometimes too much detail was asked. -Gemma to feedback this back as part of the reception training morning on the 18th May, where Dr Monteith is also doing a session on patient communication, including tone and questions asked.
* Lynne asked how we could improve the communication with patients who don’t use social media – We will be leaving copies of our newsletter in reception for patients to pick up.
* When the group was asked for ideas for social media posts, Rachel said it would be good to have further information regarding eligibility for Covid vaccinations – We have recently put a post on Facebook about this but we will ensure we provide further information going forward.
* Lynne also recommended that we could improve our communication with regards to our different services such as minor illness, Clinical Pharmacists and PCN staff - We will be looking to update our notice boards with this information and will also be adding a section on these services to our next newsletter scheduled for mid-May.
* Feedback from the group was that they all understood the reasons why the practice didn’t offer face to face appointments bookable online and that it made sense. With Benedicta noting that they would be happy to wait on the phone to talk to a receptionist to be triaged if it meant that an appointment was available.
* Rachel also provided positive feedback about her experience with Dr Lorna Monteith regarding her medical teaching and the students we have coming to us for their placements.