Summertown Group Practice

Patient Participation Meeting Minutes

10th June 2025

12.30 – 13.30

North Oxford Association

1. **Practice staff changes**

We have recently employed two new patient services coordinators– Lily Cooke and Amelie Cooper.

We are also very fortunate to have several university students who have previously worked for us come back to help cover annual leave in our reception and administration departments.

We have increased our number of phlebotomy clinics to keep up with demand. We have been able to do this by training up two of our receptionists into dual roles, in addition to their own clinics they are also able to cover sickness, annual leave and additional Saturday clinics.

Dr Becker gave the group an update on the issues the practice was currently facing with lab issues at the JR. They recently changed their software and the handover between systems has been terrible, resulting in huge delays with the processing of test results, resulting in some patients needing to redo blood tests. Our practice investigated getting our own centrifuge for the practice, however our request for funding was turned down by the ICB.

Our Practice Care Network (PCN) has also recently employed a new social prescriber. Sharon Thomas, works on a Thursday, Friday and Saturday between the three practices, connecting patients with complex needs to community-based support and resources to improve their health and well-being. Sharon is a quailed social worker who has previously worked for the county council.

1. **Building update**

The practice has had funding approved from the ICB to build an additional clinical room at our Cutteslowe branch with work set to start in the summer.

The reception areas, hallways and admin areas have recently been redecorated with new paint and carpets. We have also had a reorganisation of our administration areas to free up a room for staff meetings which can also be booked by GPs to make telephone calls to patients and complete their administration.

-Dr Matthew Cheetham and Heidi Devenish have a meeting scheduled with the ICB on Tuesday 17th June to discuss the progress on a new building an update will be provided at the next PPG. Dimond Place and South Parade are still potential sites.

1. **NHS App**

Agnes gave the group an overview of the NHS App.

Developed by the NHS for primary and secondary care. Particularly useful for patients to be able to see their test results and hospital letters. The practice’s role in setting up accounts is only to send the link out to link patients. However, if patients are unable to use the authentication service, our patient coordinators will be able to help with ID verification. Currently 65% of our patients have signed up to the NHS App. With around 66 patients signing up every month. We will be continuing to promote the app on our noticeboards, in our next patient newsletter and by sending out text messages to patients.

1. **New cardiovascular disease (CVD) appointments** – Our diabetic nurse Tracy Kelly increased her hours from two days a week and is now full time. In addition to seeing diabetic patients, Tracy has also started to add regular CVD appointments to her clinics for patients with high cholesterol readings, to check that they are on the correct medication and conduct blood pressure checks.
2. **AI Scribe –** Gemma informed group thatthe practice is currently trialling an AI scribe software called Kiwipen that listens to the consultations and makes notes for the clinicians. This will hopefully help improve the communication between the clinician and patients as they will be spending less time during the consultation making notes.We have made patients aware of this via data and privacy notice on the website and if patients aren’t comfortable with this, then they just need to let the GP know and they can switch off.

No confidential patient information is stored or retained by Kiwipen and no identifiable information is shared with third parties. The software has been checked and approved by our local IT team for the Buckinghamshire, Oxfordshire and West Berkshire (BOB) Integrated Care Board (ICB).

The group responded very positively to this and thought that this was a good idea.

1. **PPG resources**

Gemma talked about Health Watch, the independent statutory body which helps patients give feedback to GPs, hospitals, dentists, pharmacies and care homes and improve standards of care. They arrange also arrange webinars to help patients keep up to date with changes within the NHS. They also provide regular updates via emails sent to the practice for our PPG members which Scarlett then forwards on. Gemma asked if anyone had signed up directly for these emails but no one had and all agreed it would be more beneficial for Scarlett to continue to forward.

National association of PPG’s (NAPP) – we are in the process of signing up to this.

1. **Patient feedback**

Gemma discussed the practice’s friends and family feedback from May starting with the ratings below that our patients had given ratings following their consultations.

Friends and family results

|  |  |  |
| --- | --- | --- |
|  | Text | Website |
| Very good | 133 | 1 |
| Good | 64 | 1 |
| Neither | 16 |  |
| Poor | 4 |  |
| Very poor | 2 | 1 |

Gemma also informed the group that the practice has also recently introduced a ‘you said we did’ section on our notice board for comments received via our friends and family feedback which we will be updating regularly.

In May we received continued to receive lots of comments from patients to say that they felt out buildings needed to be up upgraded. The waiting rooms have now been redecorated and work is due to commence at Cutteslowe on the additional clinical room shortly

We received lots of positive comments about the receptionists at our front desks, which was lovely to hear. Group agreed that there has been a big improvement with our receptionist staff over the last few years.

We also received a few comments about patients wanting us to increase the number of staff on our phones. We have listened to this and increased the number of receptionists we have in our receptionist team, with another full-time member of staff joining in September.

We also received a comment from a patient wanting us to improve our accessibility due to uneven path outside our Summertown site. We are currently getting quotes for this.

1. **Any other business**

Gemma informed group that practice had introduced Saturday morning training sessions for the reception and admin team, two to three times are year to allow for refresher training and to keep team up to date with any changes. With the next one being held on 14th June.

Agnes informed the group about the new monthly healthy weight clinics - BeeZee Oxfordshire, who are providers of Tier 2 weight management support across Oxfordshire. They speak directly to patients regarding weight management options. Patients can also book an appointment with them to be seen at our practice.

Gemma informed group that we are still trying to expand our PPG and that the practice was continuing to send texts out to target different demographics to get a wider range of patients attending. Hopefully the mixture of online and face to face meetings will help attract more people, as some people find it easier to attend online meetings if they are working.

4.1115 Google reviews