

MINUTES OF PPG MEETING

12th January 2015

Our first Patient Participation Group Meeting of 2015 held in January was well attended and set the tone for a very positive year.

The practice manager, Annie Owen, reported that the majority of forms, such as the registration forms, travel forms and the sickness self-certificate forms, are now on the practice website (Kidlingtonandyarntonsurgery.co.uk) under the **Help and Support** tab.

Friends and family Test

Annie reported that 258 forms had been completed during the test month of December which was a great response. Of these, 249 were positive and only 2 were strongly negative. A number of the free-hand comments were of interest to the PPG and included:

- Improving the waiting room at Kidlington (this is under discussion by the PPGs of both the Exeter and Kidlington Medical Practices)
- Repairing the badly damaged path behind the Kidlington building (Annie is in discussions with the council to try and rectify this)
- Improvements to drainage and markings of Kidlington Car Park (Annie is chasing NHS property services about this)
- More mental health and wellbeing provision

CCG Forum

The Chair mentioned three forums which any PPG member can join.

1. North East Locality Forum – a higher level equivalent of our PPG covering North-East Oxfordshire
2. Learning Disability Strategy – a consultation run by the CCG and County Council
3. Meetings about Diabetes Services – these were held at the Kassam Stadium and at Northway.

Electronic Medical Records

From 1st April 2015 patients will be able to access their electronic patient records. Annie invited members of the PPG to apply for access immediately to test the system was working correctly and to obtain feedback about the service.

AOB

It was suggested that magazines could be re-introduced to the waiting rooms – Annie will discuss with the partners.

It was also suggested that the video screen could be restored to use – Annie will discuss with IT staff. The door at Yarnton is malfunctioning – Annie to discuss with partners.

Next Meeting

To be held in Yarnton Surgery in March.