

# Patient Participation Group

## Date

Mon 17 Aug 15:30 - 16:30

## Location

Reception Area

## Confirmed attendees

Sanam Akram, Jenny Inness, Andreas Kyrris

## Details/Agenda

- Matters arising from the minutes of the previous meeting:  
<https://www.cowleyroadmedicalpractice.org.uk/files/2020/01/PPG-Meeting-Minutes-Jan-2020.pdf>
- DNA policy - JI
- How can we expand and diversify the PPG membership - AK
- Staff changes - AK/JI/SA
  - Amanda Rouse (I&R doctor), Lexie Slater and Joanna Brandon (PCCs), Zarah Yusuf (GP leaving), Sam Line qualified and staying. Catarina Figueiras Santos (returning to practice after maternity leave)
- Friends and family. Results since last PPG meeting and opportunity to discuss changing second question. Look to link to NHS website. Ask PPG members if they would complete - AK
- Website - we are exploring a change of provider or at least a significant change in layout - AK/JI
- Flu clinics - Saturdays in atrium. AK
- AOB
- Protocol for making telephone appointments

## Minutes

-We now have an updated DNA policy which will be implemented once we start seeing patients face to face

-New GP who is returning to practice after a break on the I&R scheme - Amanda Rouse

Catarina Figueirus who is a GP returning after maternity leave

Zarah Yusuf will be doing her masters in London at the beginning of September so will not be doing regular sessions with us anymore

Sam Line is also a GP who is staying on with us

2 new patient care coordinators (Lexie Slater and Joanna Brandon)

-Telephone appointments are booked in advance (15 min slots) anything urgent on the day is put on duty doctor list

We have hubs around Oxford for people with suspected Covid this is based in Kennington at the moment

Patients are given either a morning or afternoon slot for all telephone appointments, we will review this as discussed in our all team meeting so that patients are given a more specific time

You can choose which GP you would like to speak to, Video consults are also available

- Friends and Family

Lovely feedback from patients with all the extra things we have put in place during covid

We will direct patients to the NHS website

We are looking to make our website more friendly, we will be looking at new providers for this

Flu clinic -

We are planning Saturday clinics in the atrium with a one-way system and social distancing in place

Clinicians and Admin will be set up at stations in the atrium

We will start with over 65's as well as our shielding patients

- Oxford patient voices - AK will raise concerns next week at the meeting

- OXFED will be coming to an end in April

## Actions

- Email Alfie with names of new GP's to add on our website
- Time slots for telephone appointments
- Patient journey document, email it out
- Website
- Text message (re new features, would you like to be involved)