

# Patient Participation Group

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## *Woodstock Surgery*

### **Meeting held on the 6 January 2014**

Attendees: Those present were Susan Kavanagh (Practice Manager), Dr Trevor Turner, GP, PK, AW, MA, SG, CJ and HVO.

#### **Welcome and Introduction**

The Practice Manager welcomed everyone to the meeting and introductions were made. It was noted that there was a representation from a number of villages as well as Woodstock itself. Sue provided a brief history of the Group and spoke about the aims of the group and how it may develop. However the group develops it was agreed that it was with the aim of supporting the surgery to provide better patient care.

#### **Review of 2012-2013 Report**

1. **Increase members of the Participation Group** – both Phil Keeley and Susan Kavanagh tried to increase membership without success throughout the year. The survey in November 2013 asked if the patient would like to join the patient Participation group. 63% said 'no', but a number of new members were added. The group remains a virtual group. Other surgeries have been very successful in this way and there was some discussion about the Groups in other surgeries. Phil Keeley is our representative at the Public Health Forum for the Locality is able to inform us that we were typical membership.
2. **The patient newsletter is successful.** The Group asked that there could be a brief report on the new structure of the NHS in Oxfordshire. It was also asked that the newsletter be available through the Woodstock and Bladon News.
3. **Routine Appointments** The discussion included the number of missed appointments and the proposed reduction in time frame for future appointments. The successful online booking at other surgeries was noted.

#### **2013-2014 Survey and Activities**

The Survey and results are available from the Practice manager and on the Surgery website. The group discussed the representation of the patient population both in the completion of the survey and in membership of the group. The Practice Manager will provide statistics for the report, but generally the meeting was well represented. The survey was mostly positive. It was noted that responses dwindled when reaching the 'nurses' part. However, it was thought to be coincidental with turning the page and 'survey fatigue'.

The meeting touched on a number of issues facing primary care but the focus for the next year was agreed as:

1. Providing on-line appointment and electronic repeat prescribing.
2. Using text messaging to remind patients of appointments
3. Extending the readership of the Surgery Newsletter and including it in the Woodstock and Bladon Newsletter.

#### **Any other Business**

The Group proposed an annual meeting, but to remain a virtual group.