

# Patient Participation Group

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## *Woodstock Surgery*

### **Meeting held on the 2 march 2015**

Attendees: Those present were Susan Kavanagh (Practice Manager), Dr Trevor Turner, Dr Tanya Frankel, PK, CJ, BF, SW, AS.

#### **Welcome and Introduction**

Dr Turner welcomed everyone to the meeting and introductions were made. It was a year since the Patient Participation Group (PPG) last met when the group had decided that an annual face-to-face meeting was sufficient.

#### **CQC**

Dr Frankel gave the group a brief description of the work that the Care Quality Commission did and what Woodstock Surgery could expect when we had an inspection. During the talk she explained that the CQC were keen to see that Primary Care Practices could demonstrate that they were well-led, responsive and caring of their patients' needs. That patient care was effective and safe. It was said that a CQC inspection has some similarities to an Ofsted inspection. In particular the CQC would look at how we cared for vulnerable groups of patients. As a practice we are continuing to work on improving our care and being able to demonstrate and provide evidence of good practice. It is hoped that when our inspection takes place members of the PPG would be willing to come in and talk to the inspectors. A number of members agreed that this would be possible.

#### **Review of 2013-2014**

The focus of 2014-2015 meeting had been on extending the patient access with on-line appointments and repeat prescribing. As a practice we had been slower than some of our neighbours in being able to introduce these features. However, in July 2014 the practice upgraded the clinical software system which allowed us to include both these and text messaging facilities for patient use. The new system does require patients to have log in details and passwords and this has been difficult for some patients. SW reported that the text messaging did not work, but this had not generally been the case and is something Sue can look into. In January 2015 the 'Friends and family' survey became a feature of primary care and this replaced the longer survey that the practice undertook each year. Patients can use the box by reception, the practice website and the check in screen to register their comments. The IT upgrades that took place, plus staff changes meant that the Newsletter was not produced as often as anticipated which Sue apologised for. CJ kindly volunteered to help Sue with this and this was gratefully accepted.

#### **Premises Update**

Over the past few months there have been many rumours about the possibility of Woodstock Surgery having new premises. Dr Turner wasn't able to bring a definite proposal to the meeting, but was able to inform the group that action was being taken to try and secure funding which would hopefully see Blenheim Estates provide a new Surgery on the site of the old Police Station. The plans met with support from WODC and Woodstock Town Council. PPG group members were able to see drawings of the proposed building.

#### **The Year ahead**

2015/6 will be as busy as the previous year. All members of the PPG were keen to see new premises come to fruition. It was acknowledged by all that the current premises are seriously flawed to carry out care as the doctors would like.

The action points for the year ahead were noted as:

1. To progress with the new premises.
2. To get Patient Access embedded into the system and encourage patients use the new facilities.
3. To recruit one new PPG member by each of the members present. The group strongly felt that they did not want the group to become too large.
4. Have a separate board in the waiting room for 'hot news' that drew the patients' attention.

**Any Other Business**

The group were happy to remain meeting annually, although more frequent meetings may be sought later on.

Dr Turner thanked everyone for attending.