

## Patient Participation Group

25<sup>th</sup> February 2019, 6.30pm

### Attendees:

Peter Nowland, Sheila Wheatley, Len Greening, Ian Morgan, Ron Harris, Clare Messenger

### Apologies:

Fiona Lodge

1. The individuals in the meeting introduced themselves and new attendees were welcomed.
2. **Plans for the PPG:** PN noted that the numbers for the PPG were still low. SW asked why leaflets had not been produced for members to distribute. CM to action. CM outlined the changes that the NHS is implementing in General Practice with the creation of Primary Care Networks. This is supporting General Practice to work at scale but at a locality level.  
The meeting agreed that a meeting would be held in June 2019. Prior to that PPG members will promote the PPG at the practice and hand out leaflets.
3. **Waiting times for appointments:** CM outlined that there was a three week waiting time for routine appointments currently. However the Practice does provide a on the day triage system which has 120 telephone slots available for urgent issues. It would be useful for PPG members to work to promote better use of the appointments system by highlighting what is available.
4. **E Consults:** CM explained that the Practice has launched econsult which is accessed through the practice website. This is another avenue for patients to access the Practice. The practice guarantees a one working day (24 hours) response. There has been just under 200 consultations with the last three weeks.
5. **Primary Care Visiting Service:** The GP Federation (OXFED) is currently providing a visiting service which has proved invaluable to The Leys. This allows for Paramedics to do Home visiting for Oxford GP Practices.
6. **7DAS:** The 7 days access service for patients to access a GP in the evenings and weekends is currently not using the Leys. It has been noted that having the service in other practices makes it difficult for patients from the Leys to access. It is hoped that the service will come back to The Leys in the new financial year.
7. **AOB**  
RH identified that The Leys answering message says put the phone down and dial 999. It was agreed that this should say replace the handset and start again by dialling 999.  
LG noted that the disabled toilet has been out of order for a number of weeks. CM to look into what is happening with it.

**Date of next meeting: June 17<sup>th</sup> 2019**