

## **DEDDINGTON HEALTH CENTRE, PATIENT PARTICIPATION GROUP.**

### **MINUTES OF THE MEETING OF TUESDAY 14<sup>th</sup> JUNE 2016.**

Those in attendance were Melanie The Practice Manager, Ted Short, Julie-Ann Howe, and John Webb.

The meeting was held at The Health Centre.

- Julie-Ann gave a PowerPoint presentation regarding the Oxfordshire Transformation Programme that was most informative.
- The feedback on additional parking spaces for centre users was very positive and a great improvement to previous parking facilities.
- A discussion arose regarding whether TEN MINUTES was sufficient consultation time for patients. Some regarded the walking distance from reception to the doctors consulting room as taking up half of their allocated time and the consultation time needed to be extended perhaps to FIFTEEN MINUTES. This would make less slots available with each doctor on any day and needed further thought.
- We needed more focus on different groups of patients who had the potential to cost the Health Service large sums of money in the future such as Diabetes patients and a means of reaching these patients needed to be found and implemented.
- Changes to the way health provision was provided locally had to be made as there was a shortage of doctors in general practice and retirement for many reasons was a continuing problem.
- We needed to analyse “NO SHOW” patients who did not bother to show up and therefore deprived other potential patients of a consultation and think of consequences for these patients that could be implemented.
- Referring to above item as an example THREE appointments at the recent baby clinic were not kept and a nurse was waiting for users for many hours when she could have been more usefully employed.
- The subject of loneliness in the ageing village population was discussed and the way this affected their health and wellbeing. The family unit living together or locally was not very evident these days, and many villages lacked people in the daytime as they were used as dormitories by many people who travelled to other places every day for work.
- We need to get the message out to the general users who did not use the Health Centre regularly or rarely to keep them informed about changes to the practice and the Health Service generally. J Webb said that, in conjunction with the Practice Manager he would investigate using local village magazines to try to get the message out to our patients and would start on this task forthwith and see what reaction he got. The Practice Manager gave her consent to this approach.

With no further business to discuss the meeting closed at 20-30 hrs.