

## **Patient Participation Group - Deddington Health Centre – Latest News**

During our first meeting in 2024 we learnt that the new online triage system is progressing well. The Practice constantly reviews the system to look for areas to improve, be assured the team is investing time and effort supporting patients to use the available technology where possible.

The number of calls to the Practice has significantly reduced thus freeing up Patient Services time to speak to anyone who may need help for another reason such as making an appointment to see a nurse.

GPs are happy with the new service as it provides a continuity of care; during November and December 89% of patients had an appointment within two weeks. The hope is that as the system becomes more embedded it can be expanded and that can only improve the service to patients.

New staff appointments and retention means that space at the Practice has run out, so look out for new developments to increase consulting spaces.

There is a new Practice website in operation. As a PPG we are keen to communicate the patients view so there is an email address to contact us:

[ppg.deddington@nhs.net](mailto:ppg.deddington@nhs.net) . We meet again in July and have ideas for new initiatives to improve patient contact. We are always looking to expand the PPG membership to ensure that it is representative of age groups and areas so if you would like to be considered as a member of the PPG please contact us via the website.

Anne Hunsley.

Patient Participation Group