

News from Deddington Health Centre

The PPG looked back at 2025.

At the start of the year the PPG welcomed Dr Speight to give a presentation on the online Triage system. He outlined why the change was necessary and what progress had been made since its introduction in November 2023. An online system is now a Department of Health requirement, so it was good that the health centre was ahead of the curve.

At our March meeting members met with the Dispensary Services Manager who outlined the workings of the department and the efficiencies of having a drug storage robot and software to help with record keeping and effective dispensing. It saves an estimated one and half person's time.

The next department for a deep dive on responsibilities was Patient Services, and it proved the team cover a multitude of tasks for patients, GP's and outside agencies. It is so much more than just answering the phone.

The PPG has also met with the Nursing Services Manager and heard about the multifaceted tasks covered by the nursing team including phlebotomy, long-term condition care, home visits, vaccinations and a monthly Saturday clinic (with a GP on call) for longer patient assessments.

The year ended with a look at complaints received during 2024-2025 to learn how they are reviewed and resolved.

The triage system has a new name the 'Advice and Appointment Hub'. The PPG also has an area on the Health Centre website and a more prominent display space in the waiting area where written feedback/contact can be placed in the box.

There have been changes to the group with a new Chair being appointed in September and the Practice Manager (PM) stepping aside to allow the Deputy PM to attend our meetings. We've also been joined by Dr R Davis as the GP representative.

Happy New Year from the PPG.

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Patient Participation Group

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