

Update from our PPG

As a PPG we thought it may be helpful to explain our purpose and how we work with the Practice to represent patients. Every GP Practice in the country is required to have a PPG, and they all operate slightly differently. The PPG at Deddington Health Centre is a group of up to 12 patients, all registered at the Practice. As a group we meet 4 times a year with the Practice Team. The PPG are not a lobbying group but are here to ensure the patient's voice is heard. We work alongside the Practice team in a supportive and consultative way. For example, the PPG has met with several representative staff members to help us to understand how different departments work within the Health Centre. We now have a better understanding of the dispensary and the work they cover and have met with the nursing team to gain an understanding of their remit. The regular PPG members attend quarterly face-to-face meetings and may occasionally act as test subjects to try out changes and new systems within the Practice and provide feedback. In fact, we were asked to test the new digital receptionist system that is being introduced, more of that later. The group were also involved in renaming the triage system to make it the more user friendly 'Advice and Appointments' hub. A new Chair, Lindsay Bawden, has recently been appointed, and Anne Hunsley remains as Secretary. Should there be a CQC visit the PPG will be invited to meet with the inspectors to provide feedback.

Another area that the group has reviewed is complaints and the procedure for handling any that are received by the Health Centre. There is an annual review that is presented to all staff so that the results become points of learning. The Practice will share this information with the PPG annually.

The PPG are keen to hear from anyone who feels they have the skills and inclination to apply to become a member of the existing PPG. We hope to be a group that is representative of the Practice population from all demographics. Please contact the Health Centre if you would like to request an application form. Look out for the feedback box and noticeboard, in the Health Centre reception area, where you can fill in a comments form or ask any questions you may want the PPG to cover on your behalf. Please do not include any personal details. We really want to hear from you and welcome your ideas for future discussion at our meetings. You can contact us at the email address below and of course you can always write to us care of the Health Centre, where correspondence will be forwarded to us. There is also a PPG page on the Health Centre website to view our up-to-date news.

The PPG priority for the year is to improve communication and outreach. Currently the PPG has a presence in The Deddington News, Steeple Aston Life and Adderbury Contact, which all have an online version if you do not have access to the printed magazines. Look out for the launch of the PPG Facebook page soon where there will be news and information about what the group has been up to.

ppg.deddington@gmail.com

Updates from the Practice team

We are delighted to share with you that the Practice now has a complement of four partners, Dr Chambers, Dr Davis, Dr Iqbal and Dr Wyld.

The full list of GPs is here: <https://deddingtonhealthcentre.co.uk/practice-information/gps-and-specialist-paramedic-practitioner/>

Meet the New Digital Receptionist – Jackie AI

To help reduce call waiting times, the surgery is introducing Jackie, a digital receptionist that will support the patient services team by answering phone calls. The fastest way to access the Practice is via the Advice and Appointment Hub section online but if you are unable to do this Jackie AI will complete a form the same way that the receptionist does.

Jackie helps with administrative tasks including requesting GP appointments, handling sick note (fit note) requests and collects information to pass onto the team.

Jackie will ask you a few simple questions and pass your details securely to staff.

Jackie does not give medical advice or make clinical assessments and everything you tell Jackie will be reviewed by staff before action is taken.

You can ask to speak to a receptionist at any time.

In a medical emergency, hang up and call 999.

Your call is recorded securely and shared only with the Practice team to support your care.

This service is part of the Practice Teams commitment to faster access and better patient care.

Learn about Medlink

From May a new system for Chronic Disease Management reviews will be introduced. This system is used in GP Practices across the country with success. Patient feedback from other Practices includes:

- “I found it very informative and a useful thing to do. It was the right balance of questions and information and not too long. Thank you.”
- “This is a brilliant system. While I understand the need for regular check-ups this takes away pressure of appointments for both surgery and patient.”
- “Unlike some e-consultation systems this was clear and easy to use, and I actually preferred it to the annual reviews I have had in the past”
- “I think it’s great. It only took a few minutes to complete. Felt happy I could still request a face-to-face review if I felt I needed it. Saves me and you time”
- “Fabulous idea. Easy to follow questions, cover all bases. Highly recommended”
- “This feels very simple and empowering”
- “Saves so much time, rather than having to make an appointment at the doctors for a review, love this”
- “The reason this online system is so useful is that it does not need a login email address or password and it is not necessary to grapple with websites”

What makes it so good?

Key Features

- Accessible – Straight from email/text message to online consultation
- Relevant – Covers important questions about your health
- Individualised – Information relevant to you
- Convenient – Complete in your own time
- Integrated – Attached to medical records

The new system will assist in gathering the data necessary for reviewing all relevant condition/s in the easiest way possible, reducing the number of appointments in the surgery you require. In some cases, you may not require a face-to-face review at all if the clinician is happy with the data, you have provided and the current management of your condition.

Birth Month Recall

You will be contacted around your birthday every year making it easier to remember when you will be due. These spreads reviews more evenly throughout the year. During the first year of implementation, you may be invited earlier/later than expected.

How does it work?

You will be sent an invitation primarily by email or text message, with a link to complete your personalised health questionnaire. Depending on the condition/s you have, you may then be asked to book an appointment for e.g. blood test, foot check in the surgery to complete the data collection part of your review.

Once all your results are back, these are automatically sent to an appropriate clinician to review. At this stage they will decide whether they are satisfied with the results and let you know if your review is complete, or if a follow up is required. You will be informed of this by a member of the team and instructions of what to do next.

I can't use the internet, what do I do?

If you can't complete the health questionnaire online, our Patient Services team can assist you. Contact them on 01869 338611.

Look out for our next Health Matters newsletter in September or search on Facebook for the PPG page for the latest news.

May 2026 Deddington Health Centre Patient Participation Group.