

King Edward Street Patient Participation Group (PPG)
Wednesday, 01 November 2017, 12.30 pm – 1.30 pm

Agenda

Apologies: Mengha Balu, ...

1. Minutes and Matters Arising
2. Chair's report on Oxford City PPG Forum, 05 July 2017 – focussed on 'Developing Patient Participation'
3. CQC Inspection – rated us *'good'*
4. Staff changes
 - Dr Emma McKenzie Edwards returning from maternity leave
 - Dr Emily MacKeith staying on permanently (after maternity cover ends)
 - Tricia (Practice Nurse) retiring – advertising for her replacement
5. Patient Feedback
 - Complaints and thank yous
 - Suggestion box
6. 'Dementia Friend' – big focus on dementia locally this year
7. Any other business
 - Front door – violent patient has been removed from our list
8. Date and time of next meeting

xx Feb 2018, 12.30 pm – 1.30 pm

CQC Report – available at: <http://www.cqc.org.uk/location/1-2071676276/reports>



King Edward Street Medical Practice

Quality Report

King Edward Street Medical Practice
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 Website: www.kingedwardstreetsurgery.co.uk

Date of inspection visit: 13 July 2017 - desk based inspection
 Date of publication: 14/08/2017

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this service	Good	
Are services safe?	Good	
Are services effective?	Good	
Are services well-led?	Good	

Patient Feedback

Complaints and thank yous

No complaints since last meeting.

Had a very nice thank you from the son of an elderly patient (100 year-old) – whose mother finally went into a care home in October – thanking us for the great level of care provided to her and especially thanking the doctors for the promptness of their home visits when needed.

Suggestion box

Just two suggestions since last time:

1. Please can the doctors keep better timetables? I've been waiting 40 minutes past my scheduled time for a routine appointment with Dr Drury and I'm not happy at the waste of my time!
2. This is an absolutely excellent surgery – I have been a patient here for over 15 years. I have never had to wait more than a day for an emergency appointment, so it is very efficient. Care and treatment is outstanding. Thank you!