

# Oxford Drive Medical Centre

## Minutes Of PPG Meeting Held On Monday 24<sup>th</sup> February 2025

**Present:** Cheryll, MS & HB

<b>1. Apologies</b>
<b>2. Minutes of Previous Meeting</b>
<b>3. Pharmacy First</b>  Launched on 31 <sup>st</sup> January 2024, There has been an increase in the uptake of the service offered by the Pharmacies.  It was noted that BP monitoring had increased since the pharmacies started undertaking this service. Pharmacies are also able to offer 24 hour blood pressure monitoring if clinically needed. More recently there is a scheme to loan BP monitors to patients via Ruislip Manor Library.
<b>4. Practice Renovations</b>  Over the last few months the practice has undergone some renovations including the installation of new clinical sinks, flooring and decorations. This was in part due to the successful Improvement Grant Application submitted by Dr Ameer. New seating has also been installed.  It was agreed that the completed renovations were a big improvement, appearing much brighter.
<b>5. Oxford Drive Medical Centre Appointments</b>  Discussed appointment availability – the practice is still able to offer an appointment within 14 days.  The Practice now offers more Face to Face appointments rather than the 50/50 split between Face to Face and Telephone Consultations, which are available for online booking as well as if requested in person or by telephone. The reasoning behind this was that inappropriate bookings meant that patients were booking a telephone consultation and then having to be booked into a Face to Face appointment for examination. This meant a longer wait for other patients due to the doubling up. A proportion of our appointments are available for Same Day bookings.  We also have access to the Same Day Urgent Care Hub at the Pembroke Centre and other local sites. Evening and weekend appointments are also available however for both of these services we only have very limited amount of appointments.  We have used direct booking links for various clinics including Flu and Polio clinics. This has now been extended for Phlebotomy (blood tests), Diabetic Foot Checks, RSV and Shingles vaccination clinics.

There has been a positive response to the practice being able to offer in-house ECGs and 24 hour blood pressure monitoring.

There is still a significant number of appointments which are not attended both with the doctors and the nurse. This is despite SMS reminders and different ways to cancel appointments – via replying to the SMS, leaving a message on the cancellation line for advance appointments or by contacting reception by phone to cancel on the day appointments.

It was discussed about various ways in how to reduce this including sending letters to repeat offenders. Missed appointments create a longer wait for other patients.

Doctors also have a Patient Review list where they can book patients who need a brief follow up rather than using a full appointment. This Review list can only be booked by the doctor and patients are contacted or called in in-between clinics.

#### **6. Website**

We have added the NHS Register With Us Online link to our website which can be used in conjunction with our practice catchment for patient convenience.

#### **7. Date of Next Meeting**

2<sup>nd</sup> June 2025