



Dear Patient Participation Group Member

We have all been looking forward to the easing of restrictions on 19th of July 2021. With this in mind we have been reviewing infection control measures. The Infection Control Team for NHS England has provided guidance that practices should maintain the present infection control measures of face coverings, social distancing and sanitisation; Oakenhall Medical Practice wishes to continue to protect the most vulnerable people inside our practice, including patients with Cancer and Chronic Lung Disease – for some Covid 19 could make them extremely poorly or worse, therefore the practice is displaying new posters with this information.

We have also been mindful of patient feedback, including the National Patient Survey for 2021 that patient access, particularly over the telephone continues to be an area which we can improve upon. The Patient Survey continues to show that a fantastic 89 % of patients felt that the healthcare professional was good at listening to them during appointments (CCG and National average 89%), 85% of Health professionals recognised and understood mental health (CCG and National average 86%) and 92% felt their needs were met during their last general practice appointment (CCG and National Average 94%), while 48% of patients found it easy to get through to the GP practice by phone (CCG average 72% and National average 68%). Of 280 surveys sent out 118 were completed (42% completion rate).

I have spoken with the PPG Chairperson and she agrees that the practice will continue to provide feedback through this newsletter. We discussed that dependent on the situation around COVID-19 that there may be an opportunity (dependent on Infection Control Guidance) to request patient feedback during the Autumn seasonal flu clinics, which the practice is currently preparing for in September with the assistance of our PPG members.

In last year's action plan (2020), the practice's aim was to improve patient access, by recruiting a second healthcare Assistance to provide more clinics in the practice and I am delighted to introduce Taliyah, who joined our team earlier this year.

We also discussed that the practice has recently received a self-health kiosk which is now placed in the waiting room behind a privacy screen. Patients will be able to attend to use the self-health kiosk and record their blood pressure, height, weight, oxygen level, and provide information on their exercise, alcohol and smoking themselves. This will help with improving access to the practice and will release appointments for the Healthcare Assistant to patients for other reasons such as vaccination for flu and shingles. The practice intends to make a 30 minute appointment for the self-health kiosk available online, which will improve access for patients who need to telephone the practice for other reasons.

In the meantime the following Action plan for 2021 to 2022 has been agreed:

Action Agreed	Implementation
Implement the use of the Self-health Kiosk	Primarily to increase access to blood pressure appointments. This will release appointments from our other Healthcare Assistant and Practice Nurses to dedicate to other areas of patient care.
Autumn Patient Practice survey	To ask for feedback from patients on practice access by telephone.

Please feel free to contact me with any comments or feedback – Thank you.

Kind regards

Lisa Ellison
Practice Manager