



Oakham Medical Practice Patient Participation Group Newsletter No 8 December 2023



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Enter and View Report

Oakham Medical Practice
November 2023



Welcome to our Christmas newsletter and thank you to everyone who joined us on Tuesday 28 November 2023 for our Winter Open Meeting.

Survey and Enter and View Exercise

Most of the meeting was dedicated to the “Enter and View” report for which the PPG Committee joined with Healthwatch Rutland during August and September 2023 and surveyed patients. Tracey Allan-Jones from Healthwatch Rutland presented the findings of the exercise and Sara Kenrick, OMP’s practice manager, and Dr Lucy Pearson discussed the recommendations in the report from the practice’s perspective. The report can be found at [OMP Enter and View Report \(healthwatchrutland.co.uk\)](https://healthwatchrutland.co.uk) or by using the QR code below. You will see that patients generally reported improved experiences during 2023. The practice welcomed the feedback and acknowledged that there will always be more to do in challenging circumstances. Here are a few of the points that arose and Qs and As from the night.



Urgent care services

General Practice is not commissioned to provide urgent care services but Dr Pearson explained that, regardless of not being commissioned for these services, the patient services team will be sensitive to those access challenges. She said, “We still do it everyday - all day. People walk in more poorly than they think they are”. This has a knock on effect to appointment availability.

This gap in service for Rutland is under discussion with the Integrated Care Board. Patients need to be aware of the location of local urgent care centres and go there if necessary and if able to.

“Act as a lubricant to the service”

This was a comment from a member of the audience who had been a patient of the practice for 50 years. There had been much change in the last 10 years but he felt it far better to find ways to work with the system than to rail against it.

Missed appointments

Unfortunately, when patients do not attend for pre-booked appointments, this is a waste of time and resources that affect everyone. There are usually around 160 “did not attend” appointments every month.

Telephone calls

At the time of the survey, the telephone lines continued to be difficult for some patients with long waits. The practice has recently added a call back facility which many patients are now using. This is clearly beneficial but has led to an increase of calls, creating more challenges with availability of appointments.

Keeping in touch

If you would like our Newsletters delivered straight to you by email, to receive communications from the PPG or occasionally to help us by answering a questionnaire, please contact

pogoakham@gmail.com