Oaks Medical Practice / PPG Achievements 2016

- Updated aims & Objectives and Terms of Reference
- Carried out Patient Survey
- Joined National Association of PPG's
- Held Health Awareness Day with visiting groups from:
  Diabetes UK
  Heartcare
  British Red Cross
  Birmingham & Solihull Mental Health
  Stroke Awareness
  Carers Support
  Alzheimer's UK
- Duty Team suspended as result of patient feedback.
- TEXT service introduced to give appointment reminder.
- On-line services introduced. Appointments, repeat prescriptions.
- Early morning surgery appointments made available.
- GP telephone consultations implemented.
- Health Awareness Facebook page established.
- Patient prescription medication reviews to be annual.
- CQC visit: Supported the practice by taking part in interview with CQC.
  Oaks Medical Practice confirmed by CQC as GOOD in all areas.
- New telephone queuing system introduced.
- Supported the practice during 'Flu campaign.
- PPG to support national Health Awareness campaigns.
- Attended ACE Appraisal meeting.

Oaks Medical PPG programme 2017

- Carry out patient survey.
- Develop Action Plan from Survey results.
- Hold the following health awareness days:

February 22nd	World Encephalitis Day
April 1st	IBS Awareness Month
April 10th -16th	Parkinson's Awareness Week
April 25th	MS Awareness Week
June 12th	Carers Week
September 3rd	Migraine Awareness Week
September 17th	World Sepsis Day
October 1st	Breast Cancer Awareness Month
November 1st	National COPD Month
November 14th	World Diabetes Day

and to support other national campaigns.

- Support the practice in introducing new initiatives.