



The Oaks Medical Centre
Dr Laurance • Dr Johns • Dr Burns
20 Villa Street, Beeston, Nottingham NG9 2NY • Tel: 0115 9254 566

Patient Participation Group
Minutes of the Meeting

Wednesday 20th March 2024
17:15

PPG Members

[Redacted names of PPG Members]

Practice Representatives

Charlotte Hubbard (CEH)
Leah Berry (LB)
Olivia Draper (OD)

Apologies

[Redacted names of those with apologies]

1	Welcome, Introduction & Apologies GM introduced and welcomed everyone.
2	Minutes of the last meeting / matters arising Minutes of the last meeting reviewed and approved.
3	Action Log updates The only action we had was to get measurable outcomes re the diabetes support group. Gareth Dixon & Karen Richardson will be getting a short survey completed at the next meeting so this will hopefully be available for the next meeting.
4	Practice Updates • Nurse Jess left the practice at the end of February

	<ul style="list-style-type: none"> • New Nurse (Zara) is starting in June • HCA (Healthcare Assistant) Julie is increasing her hours from April • Dr Addis is dropping a session from April • Registrars starting at the practice from April – Discussed they are qualified Doctors undergoing Specialist GP (General Practitioner) training and work independently but have support and educational sessions with our GPs. They will be with us for 4 months at a time. • New phone system expected to be in place around June – will work largely the same for patients but there will be a call back option • New website is now up and running – Still being amended – If PPG members spot any errors or have any suggestions the practice are happy to receive feedback.
<p>5</p>	<p>Patient Survey</p> <p>Results of recent patient survey shared with PPG. The survey was carried out as the practice have been asked to show improvement against the national patient survey performed in 2023. 5903 surveys were sent to patients across the Primary Care Network (PCN) who had had an appointment in the previous 2 days and 2025 responses were received. 222 patients from the Oaks responded and the responses were overwhelmingly positive.</p> <p>How easy is it to get through on the phone - 93% of responses were positive How easy is it to use the practice website – 85% of responses were positive Were you satisfied with the appointment offered – 89% of responses were positive Overall how would you describe your experience of making an appointment – 90% of responses were positive Overall, how would you describe your experience with the practice – 98% of responses were positive</p> <p>The PPG commended the practice on the results and felt this was representative of their own experiences. Discussion around the variation between practices and also the local and national variations. The PPG felt this information should be published on the website and the practice are happy to organise this. MJ also asked that the patient survey results be presented annually to the PPG for review which again the practice are happy to facilitate.</p>
<p>6</p>	<p>Lunchtime Access</p> <p>There was a request from the staff at the last All Practice Meeting to restrict access to the building during lunch time to allow attendance at meetings/training and have a break for their wellbeing. The practice has held discussions with the Local Medical Committee (LMC), Integrated Care Board (ICB) and NHS England to confirm that this is allowed and is compliant with the contract and has confirmed that it is fine to do as long as there are still ways for patients to contact the practice.</p>

	<p>The practice informed the PPG that the phone lines and online routes would remain open and staffed in the same way as they are now and any patients who needed to be seen urgently during the restricted access could still come down to the surgery and be seen.</p> <p>The practice has performed an audit of the number of patients who attend the surgery during the hours of 12:00 - 13:00 and 13:00 - 14:00 to ascertain which is the least busy. The results were clear that on average 6 patients came into the practice between 12:00-13:00 and 3 patients between 13:00 and 14:00. The vast majority of the patients who attended the surgery's query could have been dealt with over the phone.</p> <p>As such, the practice proposes to restrict access to the practice between the hours of 13:00 and 14:00 each day. This aligns with the closure of the pharmacy situated next door to the practice to minimise disruption to patients.</p> <p>In line with safe working and wellbeing guidance the practice have been encouraged in their decision to consider restricting access but need to discuss with the PPG for their support.</p> <p>The PPG overwhelmingly stated that they wholeheartedly support the decision for the practice restrict access to the building between 13:00 and 14:00 each day for staff wellbeing. They feel this is important for staff wellbeing and to allow for professional and social connections to take place. The practice thanked the PPG for their support with this.</p>
<p>6</p>	<p>Private Work</p> <p>In line with LMC and British Medical Association (BMA) recommendations the practice has been reviewing its fees for private services offered. The practice is well below local surgeries pricing structure and have not been changed since April 2021. The practice feels that prices now need to be increased to reflect the increased costs incurred when carrying out private work and has proposed a new pricing structure which aligns with that of the Manor Surgery. Proposed pricing structure was shared with PPG members.</p> <p>Questions were asked about the type of work that is carried out and the reason for this. Whilst the work is not truly 'private', the services offered are not covered by the NHS contract and are therefore chargeable. The PPG discussed the prices and felt that the increases suggested were reasonable.</p>
<p>7</p>	<p>Terms of Reference</p> <p>A couple of errors had been corrected prior to the meeting.</p> <p>Request made to change the length of the meeting from 1 hour to approximately one hour as this can be slightly variable.</p>

	<p>All agreed a named Wednesday would be better for everyone to plan. Agreed to change wording to 2nd or 3rd Wednesday of the month. This will be agreed at the next meeting. Discussion around whether there needs to be a clause about cancellation and rebooking of meetings but this would depend on multiple factors so this was decided against.</p> <p>The practice will make changes to the terms of reference document tomorrow so that the Chair can sign off prior to the next meeting.</p>
9	<p>Patient Group for Long Term Pain</p> <p>MJ informed the group that his wife would be happy to facilitate a patient support group for those with long term pain but that she would need someone from the practice who was medical to be involved. The group thought this was a good idea and would be beneficial to patients if there was a group to be served by this piece of work and it would help the practice. The group asked the practice to look at numbers to see if there was a need for a group such as this at the practice. The practice agreed to look into this and feedback at the next meeting.</p>
10	<p>System Connect</p> <p>Discussed earlier in the meeting. The practice is swapping to new telephony provider (Xon/System Connect) in the next few months. There is also a new system called SystemConnect which works as an online consultation tool within the clinical system which is likely to be used this year too but no decision has been made as of now.</p>
11	<p>AOB</p> <p>MR asked about medication shortages with diabetic and ADHD drugs. The practice is aware of current shortages but is not aware of any new shortages and is expecting the issues to improve.</p>

Next Meeting: Wednesday 8th May 17:15