



**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 24<sup>th</sup> 2024**

**17:15**

**PPG Members**

[Redacted names of PPG Members]

**Practice Representative**

Charlotte Hubbard (CEH)

Leah Berry (LB)

**Apologies**

[Redacted names of those with apologies]

<b>1</b>	<b>Welcome, Introduction &amp; Apologies</b> GM introduced and welcomed everyone.
<b>2</b>	<b>Minutes of the last meeting / matters arising</b> Minutes of the last meeting reviewed and approved.
<b>3</b>	<b>Action Log updates</b> Action Log was all up to date from previous meeting in September.
<b>4.</b>	<b>Diabetes Support Group</b> SH discussed the diabetes support group she attends and how beneficial she finds it. It gives people the chance to share experiences, concerns and advice and supports people psychologically. (See attached SH detailed letter regarding this). It has

	<p>around 20 people who attend, 2 hour sessions once a month with a room cost of £3. The DSN's and Gareth Dixon attend and offer support and a casual chat. Discussion around many support groups are over medicalised and formal which puts a lot of people off returning. There are a lot of conditions out there which would benefit from similar groups being formed such as osteoporosis, the group asked if there was anything the GP practice could do to help? CEH discussed how forming a group like this would be very time consuming, however would support somebody else forming a group by sending messages out to targeted patients and see if there was any interest. SH &amp; MR discussed how it would be good to have <b>measurable outcomes at the group and to come back to us with these findings.</b></p>
<p><b>5.</b></p>	<p><b>New diagnostic Centres</b></p> <p>SB asked if there was any news on new diagnostic centres in our area, re government's stated policy? Unfortunately we have not heard anything yet in relation to this.</p>
<p><b>6.</b></p>	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• The group asked if there was any update on the frequent attender project we were working on? CEH informed that each patient would need their own care plan for their individual GP. This is time consuming for the GPs involved but it should be put into place by the end of February.</li> <li>• Discussed the drop in sessions suggested at the last meeting, the GPs and CEH decided it would be best to try individual care plans first.</li> <li>• GM asked if the New terms of reference could be added to the next agenda as they had not yet been approved. LB apologised as thought this had been approved at the meeting she did not attend. Added to the next Agenda.</li> <li>• Discussion around NHS APP, we have around 6,000 patients signed up for it. The digital inclusion officers are pushing this.</li> </ul>
	<p><b>Date of next meeting and close</b></p> <p>██████████ thanked everyone for attending.</p> <p><b>Next meeting date:</b> <u>Wednesday</u> 27<sup>th</sup> March 17.15</p>