

MAJOR OAK MEDICAL PRACTICE

PPG Meeting Minutes

15th January 2020

Present:

Chrissie Ayre – CA (Chair)
Celia Flinton – CF (Vice Chair)
Celia Hemstock – CH (Secretary)
Jacquie Mikhail – JM (Practice Manager)
Celia Tomlinson - CT
Emily Freeman – EF

Meeting opened 10.10 a.m.

Meeting closed 11.45 a.m.

1. Apologies: None

2. Minutes of previous meeting held on 3rd December 2019

JM pointed out that Victoria Davis from Primary Care Network not CVS (see list of those present at the meeting.)

3. Matters Arising from 3rd December 2019

JM told us that Jane Hildreth Communication and Engagement Officer at Newark and Sherwood CVS will attend our meeting on 26/02/20.

JM has contacted Dr. Jordan to see if she can give another dementia awareness talk perhaps March or April, she is awaiting her reply.

The new GP Registrar receiving training at the practice is conducting twenty-minute appointments as she gains experience. It was suggested that she may wish to attend one of our meetings.

4. Patients Feedback/DNA

The practice received 67 Friends and Family Test (FFT) responses through Mjog for December. CA commented that there is no opportunity to say why you have chosen a particular FFT category which isn't fair to the clinical practitioner seen at the appointment. JM to look into this.

JM is planning to ask a member of staff to take the lead on FFT/DNA to replace previous staff members who fulfilled that role but have now left the practice.

Amongst the Did Not Attend (DNA) appointment figures was one patient who had only made the appointment online the day before the appointment. JM is considering removing their ability to book online.

The Friends and Family Test (FFT) figures for December 2019 were: - 46 patients were extremely likely to recommend the practice to friends and family, 19 were likely, 1 neither likely nor unlikely, 0 unlikely, 1 extremely unlikely, 0 don't know. The Did Not Attend (DNA) appointments figures for December were GPs 28, Nurses 57 a total of 85 appointments, over 14 hours wasted.

5. Other Reports

None.

6. PPG Membership/Recruitment

An application form to join the PPG has been handed in at reception. Our recruitment poster will be put in more places, e.g. The Church porch, the Co-op

community board and other well frequented venues and CH to prepare newsletter articles on recruitment for the next editions of local village magazines.

Action Points

- Bank mandate to be completed for new signatories.
- Talk/demo by Community First Responders completed for 2019. More planned for 2020.
- Cancer Care Talk, Gilly Hagen will be invited again
- Dementia Awareness proposed talk(s) Dr. Jordan did her talk on the 13th November. At least one more proposed,
- Mental Health – proposed website article – JM asked VD if she could supply information and help on this. VD agreed to try to help.
- Call Screen Software update/JM has not had time to give to chasing this up recently.
- PPG recruitment, CH has emailed 6th form heads at several local schools, some replies, others to be chased up.
- Invitation to PPEC Rep. CH tried to contact Gilly Hagen, no response so will contact Julie Andrews re PPG newsletter and PPEC reps.

6. Any other business

CF suggested more Warm, Well and Wise talks with 3 specific groups initially then extended to other groups, CF suggested we could use the surgery waiting room and health room on a Wednesday afternoon when the surgery is closed for training. JM said some Saturdays could be offered too. CH will contact CVS once JM has provided possible dates after March 2020. JM to approach Sarah Townsley and GPs to see if any can provide health talks, e.g. Warfarin once the new financial year has started.

JM said she will replace Dawn Walker for the PPG when new staff have settled in.

CA will provide CFRs with some dates for 2020, JM offered 09/05/20 and 14/11/20.

JM announced that the surgery will be opening more frequently to provide winter pressure clinics to ease the burden on A&E and urgent care centres once GPs have discussed and planned.

JM handed out some Healthy Life Programme flyers designed to inform people to ask their GP or other Health Professional to refer them to an exercise referral programme called Healthy Life.

Date of next meeting Wednesday 26th February 2020 at 10.00 a.m.

