

MAJOR OAK MEDICAL PRACTICE

PPG Meeting Minutes

26th February 2020

Present:

Chrissie Ayre – CA (Chair)
Celia Flinton – CF (Vice Chair)
Celia Hemstock – CH (Secretary)
Jacquie Mikhail – JM (Practice Manager)
Jane Hildreth – JH (Visitor from CVS)

Meeting began 10.20 a.m. Meeting closed 11.50 a.m.

Jane Hildreth, Communication and Engagement Officer at Newark and Sherwood Community Voluntary Service (CVS) was introduced to the PPG at this point and said she would like to stay for the whole meeting.

1. Apologies: Emily Freeman, Celia Tomlinson.
2. Minutes of previous meeting held on 15th January 2020 - Agreed.
3. Matters Arising from 15th January 2020

JM told us that she had managed to speak to Miss Toms, the 6th Form administrator at Southwell Minster school. Miss Toms had thought that the opportunity to join the Major Oak PPG would only apply to students planning a career in medicine. JM explained that it is open to all 6th form students registered with this surgery and suggested that we could supply more information by way of a newsletter for the school to add to their website. CH will supply this.

JM has now put an invitation for patients to join PPG on the surgery call screen.

Dr. Jordan has agreed to do two more Dementia awareness talks to patients in 2020.

JH said that it would be useful to ask Amy Hiscock, the CVS Dementia Information Officer to set up a day at the surgery with information screens and leaflets etc. on dementia awareness with Amy there to answer questions.

JM has asked Sarah Townsley, Nurse Prescriber and the GPs if they will give health talks to patients. The GPs have not yet replied, but Sarah happy to give a talk on weight management.

CF asked which surgery had won the General Practice award as JM had told us that the Sherwood Primary Care Network (SPCN) had been shortlisted in one of the categories. Sherwood PCN was not successful on this occasion.

4. Patients Feedback/DNA

We discussed the positive and negative comments received for the Friends and Family Test (FFT) in December. JM reported that the ratings were received via the Mjog app. CA said she can't see the value, particularly of negative comments via Mjog as there isn't a facility to say why that comment has been given, so how can the practice learn from it. JM told us that staff appraisals have been taking place.

FFT figures for December as follows: - extremely likely to recommend the practice to friends and family, 46, likely 19, neither likely nor unlikely 1, unlikely 0, extremely unlikely 1, don't know 0.

The December Did Not Attend (appointments) DNA were as follows: - GPs 28, Nurses 57 a total of 85 appointments missed and over 14 hours wasted. JM has removed one patient from the online booking facility for making and missing appointments.

January FFT: - extremely likely 27, likely 11, neither likely nor unlikely 3, unlikely 0, extremely unlikely 1, don't know 0.

DNA GPs 36, Nurses 47, 83 appointments and over 13 hours wasted.

5. Request for Time Limit on Future PPG mtgs.

CH reported on a formal request received in writing from CA to limit future meeting to no more than one hour 30 minutes.

JM said she would like to see set meetings held monthly rather than setting at the end of each meeting as we do now. She finds the meetings valuable and they help her focus. CA suggested that as a future consideration when we have more members and therefore flexibility. CF suggested afternoon meetings might help some members, particularly students.

6. PPG Membership/Recruitment

CH suggested that possible recruits attend an informal interview allowing us to ask them a few questions and for them to ask us some before they decide if they still wish to volunteer. JH suggested that young mums might be interested in joining, we told her of our efforts to recruit, but this hasn't been successful so far.

Action Points

- Bank mandate to be completed for new signatories. CA to organise.
- Talk/demo by Community First Responders completed for 2019. More planned for 2020. CA to contact CFRs.
- Cancer Care Talk, Gilly Hagen to be invited again. CH will contact.
- Dementia Awareness proposed talk(s) Dr. Jordan did her talk on the 13th November. Two more proposed for 2020.
- Mental Health – proposed website article – ongoing.
- Call Screen Software update/JM to follow this up before the end of financial year.
- PPG recruitment, CH has emailed 6th form heads at several local schools, some replies, others to be followed up.
- Invitation to PPEC Rep. Gilly Hagen ill. JH agreed to consult Maria Di Giorgio on this and let us know if anyone else available.

6. Any other business

JH told us about a Community Well Being event at Castle House, Newark on 26th March 2020 between 2.00 and 4.00 p.m. She also made us aware of a drop-in event at Boots Opticians in Newark, this is for Diabetes awareness. JM asked if a similar event could be arranged for Major Oak surgery. CF suggested a pre-diabetic awareness could be part of that. JH suggested that pre-diabetic awareness could be added to a weight management talk. JM agreed to speak to Sarah Townsley.

JH told us that she is keen to see more integration of various separate groups who could be working together where they have the same aims. She spoke about a Parkinson's disease group locally should any PPG members know of anyone who would like to attend that. There is also a dance class provided for Parkinson's patients, this helps with co-ordination and general movement. She told us that there is a lack of volunteer drivers to take patients without transport to hospital appointments. This service has to be paid for, but is cheaper than a taxi. JM asked why so many activities appear to centre around Newark. JH said there is a co-ordinator in Ollerton, but she took the comment on board. JH said that the Patient and Public Engagement Committee (PPEC) has asked the Clinical Commissioning Group (CCG) to provide more information on their planned commissioning for Mental Health.

NEXT MEETING 24th JUNE 2020.

AT 9.30 A.M.

