

MAJOR OAK MEDICAL PRACTICE

Virtual PPG Meeting Minutes

12th August 2020

Present:

Chrissie Ayre-CA (Chair)
Celia Flinton – CF (Vice Chair)
Celia Hemstock – CH (Secretary)
Jacquie Mikhail – JM (Practice Manager)
Lynn Pyatt – LP (Practice Administrator)
Sam Troop-ST
Emily Freeman-EF

Meeting began 10.00 a.m. Meeting closed 11.20 a.m.

1. Apologies: Clive Parkin.

2. Minutes of previous meeting held on 22nd July 2020 – Amendment under item 4, Patients Feedback re portable staff screens. “Portable screens have been added to staff desks” “All staff who have been antibody tested were shown as negative”

3. Matters Arising from 24th June 2020

JM had received the confidentiality agreements signed by ET and CP.

CH asked about the Clinical Commissioning Group (CCG) infection teams’ contact with the surgery re a report of some surgery staff not wearing face masks when patients asked to. JM replied that she had expected a visit from the inspection team; but they accepted her explanation and she has ensured that staff wear masks when they leave their desks.

4. Patients Not wearing Masks in Waiting Room

CA commented on a patient witnessed arriving at reception and not wearing a mask. The receptionist asked the patient to attempt to keep their nose and mouth covered while waiting for appointment. CA observed that the patient did not comply and did cough while waiting. CA supplied the patient with a mask for which they were grateful. CA’s query is why did the receptionist not supply a mask? JM replied that due to shortage of surgical masks they cannot insist on a patient wearing a mask. There is a visor which can be lent to patients, this is disinfected after every use. JM said she will instruct reception staff to send any patient coughing while in waiting room to the now available isolation room prior to consultation. She reiterated that that when making appointments patients are reminded that is important to wear a mask to protect other patients and that over 5000 texts/email reminders had been sent to patients from the surgery. CF reminded us that some people are exempt from wearing a mask. CA suggested that the surgery could charge a small fee to provide a mask, but JM said the practice cannot appear to be making a profit in this way.

5. Patient Survey

CH informed the PPG of 5 questions she had prepared for the 2020 survey; these were accepted, and JM suggested a further one: - “would patients support a continuation of telephone consultations?” It was agreed that this is pertinent and should be added. Two university students temporarily working at the practice will be able to speak to patients who have had an appointment by telephone consultation and also at random and covering all age groups. The questionnaire can also be sent to patients via email where possible, ST suggested adding the questions to the Facebook page. LP suggested that a link to the questions could be embedded into SMS messages. JM said that telephone consultations are likely to continue for some time.

6. Patients Feedback/DNA

JM told us that all feedback for July had been via Mjog, so no comments as to why certain selections made. ST asked if GPs have the facility to record whether they have successfully connected with a patient by telephone, JM confirmed that they can and that approximately 60 calls made were not answered by the patient. JM said she would try to break the figures down to a weekly result. Regarding Did Not Attend (DNA) JM felt that there had been some improvement since patients had been told they may receive a number withheld call on a certain day which may be from the surgery using a mobile 'phone. CA said that she had accompanied her husband to the surgery on several occasions when he attended as a patient and felt the Covid safety measures put in place were good. CF asked if paper copies of the surgery newsletter were available for patients not online. JM said that for hygiene reasons paper copies would only be issued at a patient's request currently.

The Friends and Family Test (FFT) figures for June were as follows: - 24 patients extremely likely to recommend the practice to friends and family, 5 were likely to, 2 were neither likely nor unlikely, 0 were unlikely, 0 extremely unlikely, 0 don't know. For July the figures were all obtained from Mjog and in a different format; - 92% of patients recommend the practice, neither likely nor unlikely or don't know 8%, not recommended 0%.

The Did Not Attend (DNA) figures for June were as follows: - GPs 2 missed appointments, nurses 31 a total of 33 with 7.5 hours time wasted. For July GPs 3, nurses 29, a total of 32 with over 6 hours wasted.

Other Reports – None.

PPG Membership/Recruitment

A prospective member, Pauline Logan joined us towards the end of the meeting, we explained what we are about, she outlined her professional background and after asking us questions confirmed that she would like to join.

Action Points

- All PPG members can contribute suggestions for Facebook page, ST and ET have agreed to co-ordinate and add suggested subjects.
- Bank mandate to be completed for new signatories. CA to organise.
- Talk/demo by Community First Responders completed for 2019. Suspended during Covid19 restrictions.
- Cancer Care Talk, Gilly Hagen to be invited again. CH will contact once Covid19 restrictions lifted.
- Dementia Awareness proposed talk(s) Dr. Jordan did her talk on the 13th November 2019. Future ones for 2020 suspended during Covid19 restrictions.
- Mental Health – proposed website article – ongoing.
- Call Screen Software update/Likely to be in place September 2020.
- PPG recruitment, CH has emailed 6th form heads at several local schools, some replies, all to be followed up when Autumn term resumes.
- Invitation to PPEC Rep. Gilly Hagen not available. CH has heard from CCG, PPEC being reorganised.

A.O.B JM told us that Dr. Jordan will not be at the practice for six months, but there is a new female GP now working at the practice. JM is advertising for another GP to join the practice. CH suggested changing the PPG meeting time to 1.00 p.m. for the foreseeable future, this was agreed.

NEXT VIRTUAL MEETING Wednesday 9th September 2020.

AT 1.00 P.M.

