

MAJOR OAK MEDICAL PRACTICE

Virtual PPG Meeting Minutes

21st October 2020

Present:

Celia Flinton – CF (Acting Chair)
Celia Hemstock – CH (Secretary)
Chrissie Ayre – CA
Maria Aylott - MA
Sam Troop – ST (Student Member)
Emily Freeman – EF (Student member)
Jacquie Mikhail – JM (Practice Manager)
Lynn Pyatt – LP (Practice Administrator)

Meeting began 13.15 p.m. Meeting closed 14.30 p.m.

1. Apologies: Pauline Logan, Clive Parkin.
2. Minutes of previous meeting held on 09.09.2020 – Agreed.
3. Matters Arising from 09.09.2020 – JM reported that masks had been supplied to reception in case any patient arrived without one, none were required. At the flu clinics all patients wore masks or visors. CF asked if the new TV calling screen operational, JM said there is a delay due to engineers not being available.
4. Patient Survey – JM told us that due to staff absences no resources have been available to continue the survey, she can either supply the results so far or we can agree to continue. MA asked if anyone other than practice staff can make survey calls, JM said no due to patient confidentiality. JM reminded PPG that we can encourage patients to complete such surveys. The survey results are important and will help the practice to plan ahead with such practices as telephone consultations etc.
5. Face to face appointments. CF asked what percentage of patients receive face to face appointments, JM said with phlebotomist 100%, nurses 70%, GPs approximately 30%. CF asked what the future of the practice may look like. JM said that despite early GP reservations when video consultations first introduced, they are now happy with the process and it is likely to continue and develop. She has now put in place a policy for the operation of telephone consultations.
6. Patients Feedback/DNA – JM told us that no paper friends and family test (FFT) cards are now issued; NHS England are not currently requesting FFT feedback. JM is currently investigating a breach of confidentiality. CH mentioned that a patient had praised the Physiotherapist, saying that he was very helpful, informative and reassuring. CF queried a Facebook entry making a complaint about the practice earlier this month, JM aware of this and would like the patient concerned to contact her as that is the correct procedure and she will investigate. CF asked if there will be a new policy in place when the practice Facebook page is renewed. ST said there would be and suggested that a generic email account could also be set up. JM gave us the September Did Not Attend (DNA appointments) figures, these were for face to face appointments. GPs 5, Nurses 41, a total of 46 missed appointments and over 7 hours wasted. ST queried the increase in DNA, JM told us that the practice has increased the number of face to face appointments available hence the corresponding increased DNA.
7. Other Reports.
CH has sent a PPG newsletter article to Edwinstowe News, Wellow News and Ollertons' Roundabout magazine.
Action Points
 - All PPG members can contribute suggestions for Facebook page, ST and ET have agreed to co-ordinate 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. Further letters to be sent early 2021.
- Invitation to PPEC Rep. CH to contact CCG Engagement team again.

8. A.O.B CA said Lloyds Bank mandate forms completed and sent to the Bank. JM asked for volunteers to use e-consult to check that it is working properly. This is a new system integrated within the clinical system enabling queries to be made of clinical or administrative staff. It available 24/7 so cannot be used for emergencies. It is another form of communication with the practice and should be helpful for patients who work full time and also for practice staff in reducing pressure on the telephone system. JM said that the practice now has 6 telephone landlines, so should be less staff use of mobiles from now on. CH asked what other PPG members thought of how reception staff answer the 'phone as she felt that sometimes inappropriate personal greetings given. The response was fairly evenly mixed. CH requested that nothing more should be said. CA said the issue could perhaps be on a future patient survey. JM has received an email from NHS England regarding flu jabs, our practice the first to administer to children. JM praised the way patients had attended flu jab clinics, they helped everything to run smoothly. CH mentioned an email to community groups from the Parish Council (PC) Events Committee requesting that groups share their Christmas plans with the PC as the usual Christmas Lights event has had to be cancelled due to the Pandemic. JM suggested that the PPG could send Christmas cards to elderly patients. CF suggested a Christmas SMS message be sent. MA asked if it is possible to identify lonely elderly patients. CA suggested that cards be posted as people are usually delighted to receive by post.

NEXT VIRTUAL MEETING Wednesday 02.12.2020 at 1.00 p.m.