

MAJOR OAK MEDICAL PRACTICE

Virtual PPG Meeting Minutes

21<sup>st</sup> October 2020

**Present:**

Celia Flinton – CF (Acting Chair)  
Clive Parkin – CP (Acting Vice Chair)  
Celia Hemstock – CH (Secretary)  
Chrissie Ayre - CA  
Jacquie Mikhail – JM (Practice Manager)  
Lynn Pyatt – LP (Practice Administrator)

---

Meeting began 13.15 p.m. Meeting closed 14.40 p.m.

---

1. Apologies: Pauline Logan, Sam Troop, Emily Freeman, Maria Aylott.
2. Minutes of previous meeting held on 21.10.2020 – Amendment item 6.
3. Matters Arising from 21.10.2020 – CF said she has successfully used eConsult which the PPG had been asked to trial. This is a form-based online consultation platform which collects medical or administrative requests from patients and sends these to their GP practice to triage, meaning that 'phone lines are freed up for those patients not online. See eConsult.net for further information. JM is planning to invite more patients to use this service. CP asked if anyone aware of Airmid, we weren't. It is another platform allowing patients to co-ordinate their care across the NHS, from requesting medication to booking appointments and video consultations. JM agreed to look into this. CF reported problems with accessing her full medical records on the NHS application. JM said you have to click on access and complete an online form to get beyond the summary records.
4. Patient Survey – JM said LP will add the patient survey to the next surgery newsletter, which may result in further responses.
5. PPG Bank Account CA reported on delay to setting up the bank mandate for new signatories. Lloyds bank state they haven't received part of the relevant paperwork, CA disputes that and is planning to visit the Ollerton branch in an attempt to solve this ongoing issue. CF suggested closing the account and starting again, CP suggested changing to another bank. After discussion a change of bank was agreed if a visit to the current bank branch doesn't provide a solution.
6. Mid Notts CCG/PPEC/PPG Event CH and CF to attend.
7. Christmas Cards JM said that CH had suggested that some patients could feel left out and offended if they did not receive a card as it is difficult to identify the patients we wanted to target. JM discussed with the GP partners and they agreed, so she plans to add a Christmas greeting to the surgery newsletter to cover all patients. The funds set aside for the cards could perhaps be used towards medical equipment instead. CA suggested that the PPG could add some funds to provide a special health event once Covid restrictions permit.
8. Patients Feedback/DNA JM told us that regarding Did Not Attend (DNA) appointments, patients in the middle-aged bracket appear to be the worst offenders. CP asked if DNA is added to patient records. JM explained the practice DNA policy. CP said it can be frustrating trying to get through to reception by 'phone, perhaps patients give up when trying to cancel their appointment. We agreed to review the DNA policy in 2021.  
Friends and Family Test (FFT) for September 2020 – 12 patients extremely likely to recommend the practice to friends and family, 4 likely, 0 neither likely nor unlikely, 0 unlikely, 0 extremely unlikely, 2 don't know. A total of 33 responses.  
FFT for October – 34 extremely likely, 3 likely, 0 neither, 0 unlikely, 0 extremely unlikely 0 don't know. 37 responses.  
FFT for November - 12 extremely likely, 7 likely, 0 neither, 1 unlikely, 0 extremely unlikely, 0 don't know.

October Did Not Attend – (DNA) GPs 4, Nurses 59, Physiotherapist 1, a total of 64 wasted appointments and 9.5 staff hours wasted.

November DNA – GPs 7, Nurses 21, Physio 1, a total of 29 wasted appointments and 6 staff hours wasted

9. Other Reports. None.

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. 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) Suspended during Covid19 restrictions.
- Mental Health – proposed website article – ongoing.
- Call Screen Software update/Likely to be in place January 2021.
- PPG recruitment, CH has emailed 6<sup>th</sup> form heads at several local schools, some replies. Further letters to be sent early 2021.
- Invitation to PPEC Rep.

8. A.O.B JM told us that the practice is continuing with total triage on the instruction of the Clinical Commissioning Group while tier 3 continues. CF asked why the entrance to the surgery is now locked. JM replied that since the beginning of tier 3 restrictions, as patients without appointments were coming into the surgery unnecessarily and some were coughing at the reception desk. JM plans an intercom system to save receptionists having to go to the entrance to collect each patient. CF queried whether patients would be left waiting outside in inclement weather. This should not be the case as they should only be meeting their appointment times. CP said he had noticed patients leaning into the reception area, JM has asked for patient co-operation on this safety issue. JM told us that a patient had asked if waiting room chairs are regularly cleaned. JM said signs have now been put on chairs asking patients to clean them, but they are thoroughly cleaned after the morning and afternoon clinics along with other items such as doorhandles etc. CF mentioned a light in the carpark as not working and asked if JM can report to NHS Services. CP told us about a new radio service which will serve the Sherwood area, including Boughton, Ollerton, Walesby and Edwinstowe and to be known as BOWE Community Radio. This will be launched in January 2021 and could be useful for community organisations in publicising events etc. in the area.

NEXT VIRTUAL MEETING Wednesday 20.01.2021 at 1.00 p.m.