

MAJOR OAK MEDICAL PRACTICE

PPG Meeting Minutes 5<sup>th</sup> June 2019

**Present:**

Chrissie Ayre – CA (Chair)  
Celia Hemstock – CH (Secretary)  
Jacquie Mikhail – JM (Practice Manager)

Meeting opened 9.35 a.m. Closed 10.55 a.m.

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1. Apologies: Celia Flinton, Dennis Tattershall, Celia Tomlinson, Dawn Walker, Sam Troop, Robert Surguy.
  2. Minutes of previous meeting held on 24<sup>th</sup> April 2019  
Agreed.
  3. Matters Arising from 24<sup>th</sup> April 2019  
JM told us that she has discovered that someone from the Local Medical Committee can provide an information package on becoming a dementia friendly surgery, she is going to make an appointment for them to visit the surgery for half a day to give the relevant advice towards our goal of being dementia friendly.  
JM has responded to Mark Spencer the Sherwood M.P, requesting him to ask the patient who wrote to him regarding difficulty in speaking to a receptionist by 'phone to contact her as she has done an audit on 'phone calls received which did not appear to correspond with the claimed amount. She explained that from the 1<sup>st</sup> of May 2019 a new telephone system has been in place and that four lines are now available, three of which take incoming calls. The peak time for calls is usually between 8 and 8.30 a.m.  
JM also told us that a new experienced receptionist is starting at the practice and more training is planned for the existing receptionists.  
A male G.P. registrar is coming to the practice for G.P. training in August.  
JM said the Clinical Commissioning Group (CCG) is considering the Major Oak surgery as the second practice to be part of a pilot scheme on patient health education. The first one is at a practice in Mansfield and is provided by a private company.
  4. Patients Feedback/DNA  
JM reported that in April a lot of feedback was provided by patients via the Mjog messenger 'phone application showing just one of the benefits of that service as patients can give an instant response rather than taking a feedback card to fill in and return. The number of patients at this practice who have already downloaded the app. is 11%, the highest figure in the Newark and Sherwood area so far.  
Dawn Walker is now the champion of Friends and Family Test (FFT) feedback and will respond to patient comments when necessary.  
JM read out both negative and positive FFT comments received; one patient has suggested that tea and coffee be provided in the surgery waiting room, this is an issue that the PPG has considered before and it was decided that it is not

practical and would take up valuable staff resource needed for running the surgery and also could be a health and safety issue.

JM told us that receptionists are now trained to identify urgent or non-urgent requests for appointments. More access to GP telephone consultation will be available.

Delayed appointments were discussed, JM told us of one patient who had walked out of the waiting room due to their appointment being delayed, she said she is listening to patients on this issue and is working on achieving improvements in this area. Although the self-check in screen tells patients how many other patients are in front of them it is impossible to predict what may arise in a consultation and how long some patients may need if they have a difficult matter to discuss which may be distressing for them. Some of the GPs are now asking each patient what they need to discuss at the beginning of their consultation, the GP can then prioritise and advise the patient the patient to make another appointment to discuss the less urgent items.

In May the Did Not Attend (DNA) figure for time wasted increased to nearly 15 hours, JM is investigating the trends to see what she can do to decrease this.

JM said that from July 2019 at least 25% of appointments need to be made online, the practice is trialling online appointment access to Sarah Townsley (Prescribing Nurse) and some types of appointments to see Emma Scaysbrook for the Nurse Clinic.

The FFT figures for April were: - extremely likely to recommend to friends and family 33, likely, 28, neither likely nor unlikely 7, unlikely 3, extremely unlikely 1, don't know 0.

The Did Not Attend appointments (DNA) were:- GPs 17, Nurses 56.

Total wasted appointments 73, total time wasted over 10 hours.

The FFT figures for May were:- 45 extremely likely, 31 likely, 10 neither likely nor unlikely, 0 unlikely, 2 extremely unlikely, 1 don't know.

The DNA figures were:- GPs 43, Nurses 96, total wasted appointments 96, total time wasted 15.8 hours.

#### Other Reports

None.

#### 5. Action Points

- Talk/demo by Community First Responders 2019/CA has been given one date Saturday 15<sup>th</sup> June, it is hoped more dates will become available.
- Cancer Care Talk Carried out by Gilly Hagen in 2018, she will be invited again in 2019.
- Dementia Awareness proposed talk(s) awaiting dates from Dr. Jordan.
- Mental Health – proposed website article - ongoing.
- Call Screen Software update/JM is waiting for completion of Windows 10 update before taking on new software.

#### 6. Any other business

CH suggested that we could invite Gilly Hagen to one of our PPG meetings as she represents several surgeries including ours on the Public and Patient Engagement Committee (PPEC) and we have not had any information on what that entails since it was set up and what sort of information she requires from us.

As so few of us present it was decided we will discuss at our next meeting.

Date of next meeting  
10<sup>th</sup> July 9.30 a.m.