

## MAJOR OAK MEDICAL PRACTICE

### Virtual PPG Meeting Minutes

10<sup>th</sup> March 2021

#### Present:

Celia Flinton – CF (Acting Chair)  
Clive Parkin – CP (Acting Vice Chair)  
Celia Hemstock – CH (Secretary)  
Maria Aylott - MA  
Jacquie Mikhail – JM (Practice Manager)

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Meeting began 13.25 p.m. Meeting closed 15.10 p.m.

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1. Apologies - Sam Troop, Pauline Logan, Emily Freeman, Chrissie Ayre, Lynn Pyatt.

2. Minutes of previous meeting held on 20.01.21 – Agreed.

3. Matters Arising from 20.01.21 – MA reported on what she has discovered on barriers to older people getting their vaccinations when due. She felt that Nottinghamshire and the Midlands particularly poor in regard to those who are not technically minded or if they have hearing issues and other disabilities. She asked JM if this practice will take the issues of the most vulnerable patients, including the housebound, into consideration when planning vaccine roll out. JM told us that the practice has added the names of housebound patients to the list prepared for the roving vaccine team. The vaccs should be completed by the 15<sup>th</sup> of March. CH suggested equality impact assessments be used in planning. JM said the practice is planning to review all their patients with multiple health conditions to ascertain exactly what their needs are. Blood tests etc. will need to be carried out to get up to date. JM also told us that once a month home visits by nurses and GPs to restart. They were suspended due to Covid.

CP suggested that any proposed PPG networking be put on hold until we can meet face to face safely. This was agreed.

4. Review of DNA Policy - As not all members attending it was decided to carry this out at our next meeting.

5. Patients Feedback JM told us that the practice had received a thank you card with a £20 donation, which will be used within the practice, she had replied to the donor and that donation and another amount of £15 have been declared. A verbal complaint has been received that a GP was due to 'phone but the patient had not received the call, records show the GP had phoned twice. JM investigating what has gone wrong. JM told us that now the practice has 6 telephone lines numerous requests for prescriptions made between 8.00 and 9.00 a.m. are overwhelming the practice, one patient had complained as he was asked to call back later. The lines are being blocked for people who are ill. MA suggested a designated prescription clerk, but JM said current staff resources don't allow for that. Staff do take turns during the day to take prescription calls. JM has asked the telephone provider to add a message to the system asking patients to make their prescription requests after 11 a.m. CH referred JM to two items on the NHS website, one a complaint about the practice, the other praise for the practice. JM to investigate the complaint.

The Did Not Attend (appointments) figures for January, February and March were as follows: 31 with 8 hours wasted. 47 with over 11 hours wasted. 44 with 9 hours wasted.

6. Other Reports CH reminded the PPG to look at the video of the CCG/PPG December event she attended, sent by Sasha Bipin.

At this point Helen Vick, the new reception supervisor joined us. She outlined her 16 years of experience working for the NHS, this is the third practice she has worked with. MA asked if she is to become the Carer's champion. She will.

7. Action points JM told us that Dr. Jordan no longer available to provide future dementia talks. MA said she would give JM a contact number for a possible replacement.

8. A.O.B. CF asked why she had been told to ring after 8.00 a.m. each day to make a blood test appointment. JM said the practice have been struggling to complete the tests as currently only one Phlebotomist at the surgery. Some appointments are deliberately kept back each day to allow for blood tests.

CH suggested that framed photos of the village and surroundings could replace health posters on the waiting room walls. CP suggested historical pictures, it was agreed these might be good for dementia patients. CH agreed to research this. Helen said she is a college trained photographer, so we might be able to replicate older scenes from the same point. JM mentioned that 40 doses of C19 vaccine ordered to be given at the practice from 15<sup>th</sup> March. The amount will be gradually increased, but the practice has to maintain all normal work as well. This is only happening now as the Clinical Commissioning Group has been able to provide the cool bags needed for storage.

9. Date of Next Virtual Meeting      Wednesday 14<sup>th</sup> April 2021 at 1.00 p.m.