

# MAJOR OAK MEDICAL PRACTICE

## Hybrid PPG Meeting Minutes

Wednesday 13.10.2021

### Present:

Celia Flinton – CF (Acting Chair)  
Clive Parkin – CP (Acting Vice Chair)  
Celia Hemstock – CH (Secretary)  
Chrissie Ayre - CA  
Maria Aylott - MA  
Jacquie Mikhail – JM (Practice Manager)  
Lynn Pyatt – LP (Administrator)  
Jane Hildreth – JH (see item 4)

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Meeting began 13.00p.m. Meeting closed 14.30 p.m.

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1. Apologies – Sam Troop, Emily Freeman, Pauline Logan.
2. Minutes of previous meeting held on 09.09.21 – Agreed.
3. Matters Arising from 09.09.21 – CP asked about current service level, and will digital consultations continue? JM said GPs are now seeing around 60% of patients face to face and yes, digital consultations will continue as it is now a National Health Service England contractual requirement, they want GPs to implement more of these as an option allowing more flexibility for patients and helping to support general practices in managing time and workloads, improving both access and sustainability.  
JM said she will send the revised DNA policy to PPG members and LP will update the practice website.
4. Jane Hildreth (Newark and Sherwood Community Voluntary Services Communication & Engagement Officer.) CF welcomed JH to the meeting and asked her to introduce herself to new members and to explain her role at the CVS. She informed us that the CVS Door2Door transport service has resumed, but only for doctor, dentist and optician appointments, not hospitals. The scheme provides transport for people who struggle to access or use public transport. If patients require this service, they can register for full annual membership which costs £40 for one or £45 per couple. For more information contact N & S CVS on 01636 611220. CP asked if there are enough volunteer drivers. Currently there are. CP asked why hospital visits are not part of the service, JH said that they used to be organised through Arriva, but that company has lost the contract. JH said she is now working more closely with the Primary Care Network (PCN) aiming to encourage more people to join patient participation groups, then for one member from each group to meet with the PCN. JH also told us about plans by the Sherwood Forest Trust to offer health walks, these can be linked with Social Prescribers working for the PCN. Contact details given to this practice. JH asked if there is an Edwinstowe Health Initiative, she was directed to the Co-op for details of their health walks and CP suggested that she approach the local RSPB, she agreed to forward these ideas to the CCG. Apparently, there is an Ollerton Health Walk scheme run by Andy Oxnard. There are various schemes in Nottinghamshire if you put Nottinghamshire Health walks into your search engine. CP reminded the group about the planned cycleways locally which will encourage safe cycling activities.
5. Covid Booster Vaccine Plans JM told us that Abbey Medical practice at Blidworth will be the main practice for this and will receive the vaccine stock. A roving team will give the vaccinations. Edwinstowe pharmacy has a contract to deliver booster, clinics are likely to start soon.
6. Patient Feedback/Facebook Comments/DNA. MA asked about the strain on GPs currently with their increased workloads, she is aware of patient frustration in getting appointments etc. She said this starts at reception and if the perception is that doesn't go well the negative experience continues. We don't know what each patient's personal issues may be, then if they

have to wait all day for a telephone consultation their frustration mounts up. She feels that a lot of emphasis is put on use of GP time, but what about the patient's time constraints. CP said that in his experience reception do offer time slots for telephone consultations. JM said that from last week the practice had set time limits of 15 minutes for GP consultations to prevent appointments overrunning and impacting waiting patients. JM also aware that some patients have received a call at 8.00 p.m. or even later which is not ideal. CP suggested that reception try to manage patient expectations regarding time scales to receive calls. JM said she will review this issue at the end of the month. JM then reported on recent negative comments about the practice on Facebook, these adversely affect staff morale. CP suggested that positive comments/feedback be added to the surgery Facebook page. JM then reported on Did Not Attend appointments. The figures for September are GPs 7, Nurses/Clinical Pharmacist and Nurses combined 31, a total of 38 missed appointments and 5.75 personnel hours wasted.

7. Other Reports – None.

8. Action points – Sam Troop and Lynn Pyatt have been working on this when time allows, but it is a work in progress.

9. A.O.B. CH said she didn't think that the PPG minutes are readily available on the practice website, LP reminded us that they are under Have your say (right hand side of opening page) followed by PPG Patient Participation Group, then PPG Meeting Minutes at the top of that page. CH has submitted the article on "A Day in The Life of a GP" to Sherwood Life magazine, Edwinstowe News, Roundabout and The Wellow Warbler.

9. Date of Next Meeting - WEDNESDAY 24<sup>th</sup> NOVEMBER 2021 1.00 P.M. AT THE SURGERY for those happy to attend. VIRTUALLY for those not.