

# MAJOR OAK MEDICAL PRACTICE

## Virtual PPG Meeting Minutes

14<sup>th</sup> April 2021

### Present:

Celia Flinton – CF (Acting Chair)  
Clive Parkin – CP (Acting Vice Chair)  
Celia Hemstock – CH (Secretary)  
Emily Freeman – ET (student member)  
Jacquie Mikhail – JM (Practice Manager)

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Meeting began 13.05 p.m. Meeting closed 13.50 p.m.

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1. Apologies - Sam Troop, Pauline Logan, Chrissie Ayre, Maria Aylott.
2. Minutes of previous meeting held on 10.03.21 – Agreed.
3. Matters Arising from 10.03.21 – JM had asked the complainant who had put a comment on the NHS website early in the year, to contact her to discuss, but they have now left the practice and formally complained via NHS England. JM to investigate further and report back to the PPG. JM told us that the practice has not yet been able to find a replacement Phlebotomist, a Locum is working three days a week and an appointment can be made to see her.
4. Review of Did Not Attend (DNA) Policy – CP suggested reducing three warnings to two, the practice can still review this. JM suggested that the policy be reviewed every six months, CP felt that this would be too complex. CF suggested a reminder and shortened version of the policy be sent out by SMS, JM said that patients are sent a text message when they DNA. CP suggested that when someone makes an appointment online a warning notice specifying that there is a practice DNA policy. CH suggested a memo be added to the call screen. Various amendments to the current policy wording were also suggested and noted by JM.
5. Framed photos - JM had found two old Edwinstowe village scenes, but it was thought more contemporary types of picture would work better. CH to research websites and get some idea of costs and to contact a local artist to see if he has prints.
5. Patients Feedback – recently 58 responses to the Friends and Family Test (FFT.)
6. Other Reports – None.
7. Action points – JM to ask Dr. Gopi for an update on the renewal of the Facebook page and will ask him to attend our next meeting. ET spoke about the technicalities around updating Facebook.
8. A.O.B. – GPs are now seeing more patients in the surgery for various treatments. Michael, one of the Pharmacists is being trained to do Hypertension reviews. Lynn Pyatt (Practice Administrator) is to be the Dementia Champion for the practice, Paula (Receptionist) will be the Cancer Champion. A female Registrar started working at the practice last week and is currently shadowing the GPs, she will start her clinics in two weeks. The practice has increased GP sessions so that they can crack on with normal work.
9. Date of Next Virtual Meeting      Wednesday 19<sup>th</sup> May 2021 at 1.00 p.m.