

MAJOR OAK MEDICAL PRACTICE

PPG Meeting Minutes 15th March 2019

Present:

Chrissie Ayre – CA (Chair)
Dennis Tattershall – DT (Vice Chair)
Celia Hemstock – CH (Secretary)
Celia Tomlinson – CT (Treasurer)
Celia Flinton - CF
Jacquie Mikhail – JM (Practice Manager)
Dr. Gopi

Meeting opened 9.36 a.m.
Closed 10.37 a.m.

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1. Apologies: Sam Troop, Robert Surguy, Dawn Walker.
 2. Minutes of previous meeting held on 8th February 2019
Agreed.
 3. Matters Arising from 8th February 2019
JM informed us that the practice staff have received dementia awareness training and she has contacted Amy Hiscock the Dementia Information Officer at Newark and Sherwood Community Voluntary Service regarding advice and gaining accreditation as a dementia friendly surgery.
CH asked JM if there had been any progress from the relevant Clinical Commissioning Group (CCG) officer on drawing together the names and activities provided by community groups in our area so that we can inform patients.
 4. Patients Feedback/DNA
JM told us that two members of the reception staff now oversee the Friends and Family Test cards in an effort to have more completed each month and so far, there had been an improvement.
JM said that a complaint had been received about routine appointments not being easily available so she has now increased the amount of “on the day” appointments available.
Triage has been suspended for a trial period as the nurses are currently so busy, it may be returned in the future. Training is to be given to reception staff so that they can ascertain whether a patient needs to see a nurse or a GP, this has the backing of the Clinical Commissioning Group and is rolling out nationwide.
Telephone advice will still be available from nurse Sarah Townsley for infectious diseases such as chicken pox etc.
CH asked if the patient who had posted a complaint on NHS Choices had answered JM’s request to contact her so that the complaint could be discussed, JM had not had a response so far.
JM read out both positive and negative comments for March so far, there appeared to be a decrease in patients not attending their appointments with GPs possibly due to the increase in same day appointments made available.

The Friends and Family Test (FFT) for February were :- 5 patients extremely likely to recommend the practice to friends and family, 2 likely, 1 neither likely nor unlikely, 0 unlikely, 0 extremely unlikely and 0 don't know.

The Did Not Attend (DNA) figures for February were :- GPs 23, Nurses 65 a total of 88 appointments missed and 14 hours wasted.

5. Other Reports

JM told us about an Approved Trader Scheme where Nottinghamshire County Council Trading Standards is working in conjunction with Trust a Trade and Checkertrade to provide an approved trader scheme to help Nottinghamshire consumers choose a trader they can trust and rely upon. This lists builders, plumbers, gardeners etc. Each trader under this scheme undergoes a rigorous vetting procedure and are constantly monitored via feedback from their customers. More information can be found on the Nottinghamshire County Council website.

JM then told us the CCG has reduced funding for the GP SMS messenger service where texts are sent to patients as reminders etc. Patients registered to receive these texts will now be able to download a free Application called MJog Messenger allowing patients access to health related messages easily and quickly. Those patients who do not register for the App may still be able to receive a limited amount of text messages, limited to four per patient per year. JM informed us of the practices new telephone system called Patient Connect which has better software than the previous one and it connects to up to date patient records for reception staff. In future the 'phone at the front reception desk will only ring as a last resort, freeing up the receptionist(s) to pay attention to patients.

6. Action Points

- Talk/demo by Community First Responders Spring 2019/CA awaiting dates from CFR.
- Cancer Care Talk
Carried out by Gilly Hagen in 2018, she will be invited again in 2019.
- Dementia Awareness proposed talk(s) by Dr. Jordan in the summer.
- Mental Health – proposed website article.
- Call Screen Software update/JM has contacted three provider companies, they will need to survey the current TV screen for compatibility.
- Health Governor has agreed to attend PPG meeting(s) in 2019.

7. Any other business

The PPG agreed to revert to meeting on Wednesdays for the foreseeable future.

CH said she had contacted the Chair of Governors for the Dukeries Academy for advice on when to approach local schools to recruit sixth form students. This will be carried out later in the summer.

DATE OF NEXT MEETING 24th April 2019.

At 9.30 a.m.