

MAJOR OAK MEDICAL PRACTICE

Virtual PPG Meeting Minutes

19th May 2021

Present:

Celia Flinton – CF (Acting Chair)
Clive Parkin – CP (Acting Vice Chair)
Celia Hemstock – CH (Secretary)
Chrissie Ayre - CA
Emily Freeman – ET (student member)
Maria Aylott - MA
Jacquie Mikhail – JM (Practice Manager)

Meeting began 13.10 p.m. Meeting closed 14.35 p.m.

1. Apologies - Sam Troop, Emily Freeman, Pauline Logan, Lynn Pyatt.
2. Minutes of previous meeting held on 14.04.21 – Agreed.
3. Matters Arising from 14.04.21 – JM- the reviewed DNA (Did Not Attend) policy with GPs for approval. Some of the GPs are concerned that if a patient can be removed from the practice register after two warnings vulnerable patients with underlying conditions could be adversely affected and MA suggested that sometimes caring responsibilities may cause a patient to overlook an appointment made. CP reminded everyone that GP discretion can still be applied in certain circumstances. Once approval given the policy will be added to the practice web page. Dr. Gopi unable to attend this meeting as hoped as on Wednesdays he is on call and he is also committed to working with the current trainee GP registrar. The Facebook log in details have been sorted, now awaiting updates from Dr. G and an administrator. Re decorating of the surgery waiting area, NHS Property Services have to approve quotes and ensure that health and safety requirements are met by decorator contactors. NHS Property Services have said that the surgery is due for an upgrade this year which includes a handrail to be fixed in the GP corridor.
4. Banking Update – CA -Lloyds Bank have told her that they have not received the mandate forms, although CA had previously received a message to say forms had been received. A helpful bank employee appears to have sorted this and JM has received the relevant mandate for signatures to be added.
5. Wall Art – CH reported on the recent meeting at the surgery between CF and CH and three people from Newark Dementia Carers. We were seeking their guidance on themes, colours and placement for pictures etc. for the waiting room walls as we are seeking to provide pictures for all patients, including dementia patients. Their advice was extremely useful. CA suggested a clock with large numbers showing time and date. CP has spoken to a local artist who suggested that pictures by local artists could be loaned and rotated. CH mentioned that she had heard about software that can be added to the call screen showing soothing images such as swimming fish. CP said digital cameras have the facility for a film option which could be added to screen if there is room amongst the important health information shown. CF mentioned that we had learned about different floor surfaces and colours sometimes cause problems for dementia patients, this doesn't appear to apply to the floors at this practice which are of uniform colour and surface texture. CF asked JM how many dementia patients attend this practice, 81 have currently been diagnosed and JM spoke about restoring health checks where part of the screening is for dementia depending on symptoms.
6. Patients Feedback/Facebook Comments/DNA – JM- a comment has appeared on Facebook page re time taken for reception staff to answer the phone(s.) Helen Vick (Reception Supervisor) has suggested an audit of telephone requests. JM is aware that receptionists sometimes stay at their reception desks during their lunchbreak and therefore do not answer the phone, that could lead patients to believe that they are ignoring calls. The staff have now been asked to take their lunch breaks away from their desks. CF suggested adding a call queue

option to the phone system. CP suggested managing patients' expectations by telling them that the practice cannot predict precisely when a GP may be able to call. The practice is planning to provide smaller portions of time for patients to receive phone consultations so that they don't have wait at home all day. JM said she is continually analysing the telephone system looking to make improvements. The decision has been made that telephone requests for prescriptions will end in June to free up the lines. MA suggested having one phone line dedicated to prescriptions between certain hours, enabling patients to leave a message so that reception can return their call. JM said she will explore that option.

The Friends and Family Test figures for April were: - out of a total of 47 responders, 26 were extremely likely to recommend the practice to friends and family, 15 likely, 3 neither likely nor unlikely, 1 unlikely, 2 extremely unlikely, 0 don't know. Did Not Attend Appointments were GPs 3, Nurses 42, Physiotherapist 2 with 9 hours of clinical staff time wasted.

7. Other Reports – None.

8. Action points – It is hoped that the practice Facebook page will be updated, but this depends on staff resources during a very busy time.

9. A.O.B. MA asked if carers may attend a patient's telephone consultation, JM said carers are allowed to attend both surgery visits and telephone consultations, a consent form to cover this is available, Helen Vick in her capacity as Carers' Champion can provide forms.

CH suggested that the PPG article for the next edition of Edwinstowe News and other publications could be about the DNA policy review and the dementia friendly wall art.

9. Date of Next Virtual Meeting THURSDAY 1st July 2021 at 1.00 p.m.