

MAJOR OAK MEDICAL PRACTICE

Virtual PPG Meeting Minutes

01.07. 2021

**Present:**

Celia Flinton – CF (Acting Chair)  
Clive Parkin – CP (Acting Vice Chair)  
Celia Hemstock – CH (Secretary)  
Sam Troop – (Student member)  
Emily Freeman – ET (Student member)  
Jacquie Mikhail – JM (Practice Manager)  
Lynn Pyatt – LP (Administrator)

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Meeting began 13.25p.m. Meeting closed 14.25 p.m.

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1. Apologies – Maria Aylott, Chrissie Ayre, Pauline Logan
  2. Minutes of previous meeting held on 19.05.21 – Emily pointed out that she was present at the last meeting.
  3. Matters Arising from 19.05.21 – JM gave us an update on surgery matters: part of the surgery Facebook page has been updated and is awaiting approval from Dr. Gopi, he has not had free time to carry out the update on mental health issues. The recently reviewed Did Not Attend (DNA) policy has been approved by the GPs, but they asked for the addition “that each case will be considered on its merits.” The NHS property services Capital fund needs to be used; an intercom, flooring and general upgrades and alterations will be carried out to use the fund. The NHS Property Service manager is to consider the provision of an automatic door between the waiting room and the surgery corridor. Apparently, Facilities management are trying to catch up with maintenance from the Covid disruptions of 2020; March 2022 is the earliest they can decorate, but the practice can find their own decorator. JM inclined to wait until March 2022.
  4. Sharing Patients’ Records’ JM told us that she had been assured that data will only be extracted from patient records to use for valuable research, each practice has the responsibility to inform patients of this initiative. Patients have until 31/08/21 to dissent. The surgery website updated allowing patients to opt out, a code will then be put in place regarding that patient’s opt out. The practice will also accept verbal dissent from patients. CF asked what the GPs think of the sharing of patient records, JM replied that as this is an instruction from NHS England, no choice.
  5. Wall Art CH suggested that the discussions on this should now be terminated and a picture order made. She agreed to action this.
  6. Patient Feedback/DNA. CP told us that comments criticising the practice are appearing on the “Edwinstowe Together” Facebook site and suggested that JM look into this. LP suggested that if the PPG see these posts, they screenshot them as they may be removed.
- Friends and Family Test (FFT) for May 2021 as follows: - 26 patients extremely likely to recommend the practice to friends and family, 5 likely, 2 neither likely nor unlikely, 3 unlikely, 1 extremely unlikely, 0 don’t know. A total of 37 responses.
- Did Not Attend (DNA) (missed appointments) GPs 4, Nurses 36 a total of 40 with 6.7 clinician time wasted.
- FFT for June 2021: - 32 extremely likely, 11 likely, 5 neither likely nor unlikely, 2 unlikely, 0 extremely unlikely, 0 don’t know. A total of 50 responses.
- DNA GPs 5, Nurses 31, Physiotherapist 4, a total of 40 with 7.7 clinician time wasted.
- Both positive and negative comments have appeared on NHS Choices, JM has contacted a patient regarding a negative comment regarding contacting the surgery, this was at a time when the surgery ‘phone lines were exceptionally busy. She is investigating a queuing system for the ‘phone lines. She cannot understand why patients do not contact her directly when

they have any problems with the practice. She hopes that matters may improve once the Facebook page fully updated keeping patients better informed.

7. Other Reports – None.

8. Action points – Dr. Gopi unable to join our meeting due to a home visit, but he and administrator will update the website. Dr. G is extremely happy with the work Sam has done to facilitate this.

9. A.O.B. JM told us that the Physiotherapist has resigned, the Practice Care Network will appoint a replacement. CH suggested that our next meeting could be held in the upstairs meeting room at the surgery with all necessary safeguards put in place, those present at the meeting agreed with this. CF mentioned that she found the current GP Registrar very helpful and thorough.

9. Date of Next Meeting THURSDAY 09.09.2021 at 1.00 p.m.