

MAJOR OAK MEDICAL PRACTICE

Virtual PPG Meeting Minutes

20th January 2021

Present:

Celia Flinton – CF (Acting Chair)
Clive Parkin – CP (Acting Vice Chair)
Celia Hemstock – CH (Secretary)
Chrissie Ayre – CA
Sam Troop – ST
Maria Aylott - MA
Jacquie Mikhail – JM (Practice Manager)
Gilly Hagen – G PPEC Rep. (Visitor)

Meeting began 13.35 p.m. Meeting closed 3.00 p.m.

1. Apologies: Pauline Logan, Emily Freeman, Lynn Pyatt.
2. Minutes of previous meeting held on 02.12.20 – Amendment, heading date.
3. Matters Arising from 02.12.20 –JM told us that the new TV screen and software now installed and operational. Still no communication received at the practice from Lloyds Bank.
4. Patient Survey despite our recent survey being mentioned in the winter surgery newsletter no more feedback has been received by the practice. Only 70 patients completed the survey.
5. CF introduced Gilly Hagen to our newest PPG members, GH explained her various roles as well as her PPEC (Patient and Public Engagement Committee) membership. She told us that since PPEC was set up in November 2019 there hasn't been a way for PPGs and PPEC to share information. MA told GH of her experience as a carer for an elderly person and trying to ensure that person receives Covid vaccination in a timely manner and at home. A general discussion was then held around vaccination notification letters, age groups etc. GH told us about a Mid Nottinghamshire End of Life Care system for patients. She also told us that Newark Community and Voluntary Care Service are offering people training on using Zoom.
6. Patients Feedback JM told us about a complaint made against the practice connected with a Diabetic patient, this had not been upheld. JM said that the practice would be carrying out vaccinations at the three care homes in the area served by Major Oak surgery. Did Not Attend (DNA) figure for December 2020 was:- GPs 3, Nurses 32, Physio 2 a total of 37 appointments missed and 6.6 hours wasted.
7. Other Reports CH reported on a Mid Nottinghamshire PPG event held via Zoom in December 2020, she attended on behalf of our PPG. It included an introduction by David Ainsworth, the Clinical Commissioning Group (CCG) Locality Director. He told us that CCGs will cease in 2021 and be replaced by an Integrated Care System (ICS,) how this will work and oversee NHS providers was explained by a series of slides. The slides and a video of the event will be circulated for those people not able to attend, CH will forward the video to the rest of the PPG once received. CH did have the opportunity to question the lack of communication between the Patient and Public Engagement Committee and was backed up by other PPG members. One of the main issues that David picked up on, was that communication has to improve and he promised to oversee this.
8. Update on Covid Vaccinations GH told us what she knew of the roll out of vaccinations at this point. Obviously, this is evolving rapidly.
9. Action points these were discussed, obviously while Covid restrictions in place some of these cannot proceed.
10. A.O.B. JM told us that while she was working in reception, she noticed that a lot of patients are requesting video consultations.
11. Date of Next Virtual Meeting Wednesday 10th of MARCH 2021 at 1.00 p.m.

