

MAJOR OAK MEDICAL PRACTICE

PPG Meeting Minutes 24th April 2019

Present:

Chrissie Ayre – CA (Chair)

Dennis Tattershall – DT (Vice Chair)

Celia Hemstock – CH (Secretary)

Celia Tomlinson – CT (Treasurer)

Celia Flinton - CF

Jacque Mikhail – JM (Practice Manager)

Dawn Walker – DW (Administration Supervisor)

Meeting opened 9.35 a.m. Closed 11.30 a.m.

1. Apologies: Sam Troop, Robert Surguy.

2. Minutes of previous meeting held on 15th March 2019
Agreed.

3. Matters Arising from 15th March 2019

JM reported on the Mjog Messenger Application which is now available and free to Major Oak patients and is intended to connect them to their surgery for easy, secure and confidential communication. It allows patients to:

- Automatic appointment reminders.
- One click appointment cancellation by the patient.
- Prescription notifications.
- Tailored health information.
- Test results.

CH asked about progress on making the Major Oak practice a dementia friendly surgery, JM said she is working through the checklist of requirements.

CH asked if there have been any improvements in attendance since the increase in same day appointments being made available, JM said the Clinical Commissioning Group (CCG) has already noticed a decrease in A & E visits and non-elective admissions of patients from this surgery.

JM told us she had received a letter from Sherwood's constituency MP regarding a patient's difficulty in speaking to a receptionist by 'phone, she has looked into this and replied. CT mentioned her awareness of a patient waiting in a queue for a long time when 'phoning the surgery to make an appointment, this was on the day after a bank holiday and that patient was ultimately given an appointment for that day.

4. Patients Feedback/DNA

JM told us that twenty responses to Friends and Family Test (FFT) had been received for March and said that once patients are registered to the Mjog messenger app. they will be able to respond on that with feedback after a surgery visit instead of completing an FFT card.

DW read out both negative and positive comments and JM explained why some of the negative comments had been received and action taken. One FFT card was from a self-employed person who had to wait a month for a Saturday appointment, as the card had been completed anonymously JM hasn't been able

to establish whether the patient had spoken to a receptionist who could have recommended use of the extended hours service.

CA mentioned that she had sat next to a patient in the waiting room who was complaining about something, CA suggested that the patient complete an FFT card, so that surgery becomes aware of the complaint, which they did.

JM reported another reduction in did not attend (DNA,) this is where patients have not turned up for a GP or nurse appointment.

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

The Did Not Attend (DNA) figures were GPs = 20, Nurses = 55, a total 75 appointments missed and 11.6 hours of time wasted.

Other Reports

None.

5. Action Points

- Talk/demo by Community First Responders 2019/CA has been given one date Saturday 15th June, it is hoped more dates will become available.
- Cancer Care Talk Carried out by Gilly Hagen in 2018, she will be invited again in 2019.
- Dementia Awareness proposed talk(s) awaiting dates from Dr. Jordan.
- Mental Health – proposed website article - ongoing.
- Call Screen Software update/JM is waiting for completion of Windows 10 update before taking on new software.

6. Any other business

JM told us that from the 1st of April all GP practices in England are being encouraged to become part of a primary care network to work together with community, mental health, social care, pharmacy, hospital and voluntary services and other GP practices in their local areas. Major Oak surgery will be part of the Sherwood Primary Care Network made up of seven practices serving 60,000 patients. In future there will be a clinical pharmacist and a social prescriber (social prescribing involves helping patients to improve their health, wellbeing and social welfare by connecting them to community services which might for example be run by the council or a local charity e.g. signposting people with dementia to local dementia support groups) available to support GP practices within the network. Extended hours will become extended access.

More information on this topic can be found on the NHS England website.

CA asked if the surgery had any trainee GPs, JM said not yet.

JM told us that the CCG want to help patients with certain medical conditions to be better informed on their condition, the Major Oak surgery has volunteered to be part of a pilot scheme on this.

JM said a patient had requested that health education sessions at the surgery be carried out at more convenient times. The PPG suggested that JM contact this patient to find out what this patient considered to be more convenient before action can be taken.

Date of next meeting

5th June 9.30 a.m.