

MAJOR OAK MEDICAL PRACTICE

PPG Meeting Minutes

Wednesday 24.11.2021

Present:

Clive Parkin – CP (Acting Vice Chair)
Celia Hemstock – CH (Secretary)
Maria Aylott - MA
Jacquie Mikhail – JM (Practice Manager)

Meeting began 13.00p.m. Meeting closed 14.15 p.m.

1. Apologies – Sam Troop, Emily Freeman, Pauline Logan, Lynn Pyatt, Chrissie Ayre, Celia Flinton.
2. Minutes of previous meeting held on 13.10.21 – Agreed.
3. Matters Arising from 13.10.21 – JM reported that the recently revised Did Not Attend policy has already been applied, an informal letter has been sent to a patient. JM went on to say that experience is showing the time limit of 12 months, whereby an informal warning letter may be sent if a patient misses 3 appointments in that time, may need to be extended to 24 months so that regular offenders do not slip through the net. Also reported that an administrator has ensured that PPG minutes are up to date on the practice website. CP suggested that at future meetings the website could be shown on screen so that we can view additions and amendments as they are reported. MA queried when roving teams will be activated to give Covid booster vaccinations to housebound patients. JM couldn't give a time scale but said the practices' housebound lists are up to date and ready to provide to the roving teams. CP introduced Joy Mitchell, a mental health nurse who is working with the Sherwood Primary Care Network (PCN) in a new and developing role designed to signpost patients to various organisations who deal with specific mental health conditions. Her role is part of a nationwide NHS England scheme designed to support GP services and to create additional capacity in general practice. More mental health nurses are to be recruited to this PCN. Consultations will usually be for 30 minutes and preferably face to face when possible. CP said we will be pleased if she can attend future meetings to inform us as the role develops.
4. Patient Feedback/Facebook Comments/DNA. JM reported on the most recent patient survey, 275 questionnaires were issued, 140 patients responded. (See GP patient survey link below.) JM spoke about recent comments about the surgery on a local Facebook site. She has requested that patients follow the official complaints procedure and told us that she had had a conversation with two of the Facebook complainants. It is apparent that some of the comments are inaccurate. There have been incidents of some patients being rude to receptionists who are just trying to do their job, often under great pressure due to the many telephone calls and enquiries received every day. She asks that patients do not resort to being rude and abusive. CP suggested that the PPG could respond to some of the negative Facebook comments and ask for more information regarding the complaints. MA suggested that whoever administers this particular local Facebook page should monitor all comments and add a notice that it is not there as a forum for complaints about our local GP service and advising users to follow correct complaints procedure. CP said he would put something on the site requesting correct procedure be followed. The Did Not Attend (DNA) appointment figures for October were as follows: - 6 GP, 56 nurses, 3 clinical pharmacists and 4 physiotherapist appointments missed. A total of 9.7 hours with a total of 69 appointments missed in one month.
5. Other Reports – PPG/CCG. JM said she has told the Clinical Commissioning Group (CCG) about some of the articles that the PPG have provided to local publications, they were impressed.

6. Action points – Facebook page. Sam Troop and Lynn Pyatt have been working on this when time allows, but it is a work in progress. Other items difficult to progress due to Covid restrictions and consequent heavy workloads at the practice.

7. A.O.B. JM said that Joy Mitchell will be able to give a talk to patients on wellbeing in the future once it is safe to do so. CH asked if a telephone queueing system is planned for the surgery. JM said yes, a system to be put in place as soon as possible.

SURVEY RESULTS

Where patient experience **is best**

- 55% of respondents usually get to see or speak to their preferred GP when they would like to
Local (CCG) average: 45% National average: 45%
- 87% of respondents were satisfied with the appointment they were offered
Local (CCG) average: 83% National average: 82%
- 90% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment
Local (CCG) average: 86% National average: 86%

Where patient experience **could improve**

- 63% of respondents are satisfied with the general practice appointment times available.
Local (CCG) average: 70% National average: 67%
- 77% of respondents describe their overall experience of this GP practice as good
Local (CCG) average: 84% National average: 83%
- 85% of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment
Local (CCG) average: 89% National average: 89%.

Results from a survey in which 275 surveys issued, 140 surveys returned, 51% completion rate.

Date of Next Meeting Wednesday 19th January 2022 at 1.00 p.m. at the surgery for those happy to attend, virtually for those who are not.