

## MAJOR OAK MEDICAL PRACTICE

PPG Meeting Minutes 1<sup>st</sup> October 2019

### Present:

Chrissie Ayre – CA (Chair)

Celia Flinton – CF (Vice Chair)

Celia Hemstock – CH (Secretary)

Jacquie Mikhail – JM (Practice Manager)

Dawn Walker – DW (Senior Administrator)

Meeting opened 9.45 a.m.

Meeting closed 11.10 a.m.

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1. Apologies: Celia Tomlinson.

2. Minutes of previous meeting held on 14<sup>th</sup> August 2019

Agreed.

3. Matters Arising from 14<sup>th</sup> August 2019

JM told us that the practice will be part of a pilot scheme giving consultations for groups of patients with the same condition. Four practice staff will be trained, a non-clinical member of staff will facilitate the sessions.

JM said that Dr.Jordan can probably do some Dementia Awareness talks for patients in November/December, actual dates to be confirmed.

CH asked about the Dementia Awareness advice to the practice by a staff member of the Local Medical Council (LMC,) which a PPG member could attend. JM said that the person from the LMC has now left her post. JM has already started to make some dementia changes in the surgery, such as a different coloured toilet seat, different colour print on signs and on the T.V. screen and some new chairs for the waiting room. CH suggested that once the dementia friendly changes are in place we try to publicise them.

CH asked about progress on the proposed new T.V. screen software. JM has to make sure that any new system is compatible with the whole I.T. system and will not cause a breach of security. CA raised the issue of hearing from the waiting room what the receptionists are saying when they wear their microphones. DW said she would look into that.

4. Patients Feedback/DNA

DW read out both negative and positive comments.

A discussion was held around delayed appointments.

JM told us that there is an issue with settings on the Mjog application at the moment.

She reminded us that the app. is a free service for the NHS and patients whereas due to the cost only four ordinary texts should be sent to each patient in a year, any more than that and the practice has to pay.

The Friends and Family Test (FFT) figures for August were: - extremely likely to recommend to friends and family 3, likely 0, neither likely nor unlikely 0, unlikely 1, extremely unlikely 0, don't know 0.

The Did Not Attend appointment (DNA) figures were GPs 26, Nurses 54, total appts. missed 80, total time wasted 13 hours.

The FFT figures for September were: - extremely likely 2, likely 0, neither likely nor unlikely 0, unlikely 0, extremely unlikely 0, don't know 0.

The DNAs were: - GPs 36, Nurses 89, total appts. Wasted 125. Total time wasted 19 hours.

5. Other Reports

CA said she had noticed that the Saturday flu clinics were not as well attended as in previous years, refreshments were provided by the PPG as usual. JM said that the vaccination supplies for the over 65's came through earlier than expected so she had to

act quickly to avoid throwing away any vaccines, a lot more patients were therefore seen on weekdays.

#### 6. PPG Membership/Recruitment

JM said recruitment of new PPG members can be mentioned in the next surgery newsletter and suggested that the virtual PPG members could be invited to apply and CH suggested that it is publicised on the surgery Facebook site. CH said she would look at possible recruitment poster designs, write to local senior schools asking for student volunteers and prepare an application form.

JM suggested that PPG members could attend school assemblies or job experience sessions to publicise. CA said she would like to see a “We Need You” type of poster.

#### Action Points

- Talk/demo by Community First Responders completed for 2019.
- Cancer Care Talk, Gilly Hagen will be invited again
- Dementia Awareness proposed talk(s) awaiting dates from Dr. Jordan.
- Mental Health – proposed website article - ongoing.
- Call Screen Software update/JM ensuring that software compatible with I.T. and won't cause any security breach.
- PPG recruitment.
- Invitation to PPEC Rep. CH to contact Gilly Hagen.

#### 7. Any other business

CA said we need to organise new signatories for banking, she will make an appointment with the bank.

CH suggested that we decorate a tree with a PPG theme for the Christmas tree festival at St. Mary's Church on the 28<sup>th</sup> of November, CF suggested that it is displayed in the PPG corner after that. CA said the Community First Responders will be presented with a cheque from the PPG at the Edwinstowe Christmas Light Event.

JM told us that the Primary Care Network (PCN) which includes the Major Oak surgery has been shortlisted for an award, they were nominated by the Clinical Commissioning Group. The PCN has appointed a Social Prescriber to work with all seven practices in the network. Pharmacists are also being interviewed.

Date of next meeting  
Tuesday 5<sup>th</sup> November 2019  
At 10.00 a.m.

