

MAJOR OAK MEDICAL PRACTICE

PPG Hybrid Meeting Minutes

Wednesday 02.03.2022

Present:

Celia Flinton – CF (Acting Chair).
Clive Parkin – CP (Acting Vice Chair)
Celia Hemstock – CH (Secretary)
Sam Troop – ST
Maria Aylott – MA
Lynn Pyatt – LP (Administrator)
Jacquie Mikhail – ML (Practice Manager)

Meeting began 13.05p.m. Meeting closed 15.00 pm.

1. Apologies – Pauline Logan, Chrissie Ayre.

2. Minutes of previous meeting held on 19.01.22 – Amended – one word removed from lines 5 and 6.

3. Matters Arising from 19.01.22

JM informed us that Online Consultation should be available 24 hours a day, 7 days a week from April 2022. This will be confidential; it is not to be used for urgent care but will allow patients or carers to ask questions or follow up about something. Reception or Administration will decide who each patient should be referred to. It should ease pressure on the telephone system.

4. Face to Face Appointments

CF asked when face to face appointments will be available again. JM said these should be back to normal by April 2022, 90% are already face to face. CH asked if telephone appointments can still be time specified – answer is yes within reason. CF said she knew of someone who wanted a surgery appointment with Dr. Gopi, and had been unable to obtain one. JM said Dr. G has been seeing patients for a while now.

5. Patients Feedback/Facebook Comments/DNA

ST and CP reported that negativity about the practice has gone quiet recently. JM said a comment has been made on NHS Choices regarding excellent receptionists and surgery care. A positive comment has also been made on the practice website about 20 years of treatment by the practice. A patient complained when a prescription not given for antibiotics. This was a dental problem, so the patient was referred to a dentist. A formal complaint received that after consultation a referral was not made. An appointment was made with another GP but the patient didn't turn up and didn't cancel.

Did Not Attend Figures for January were 72 appointments missed, over 11 clinician hours wasted. February 35 appointments missed over 5 clinician hours wasted.

6. Other Reports – CH has sent a PPG article to various local publications.

7. Action points – Recruiting student PPG members discussed. MA suggested contacting West Notts college, CH agreed to speak to a contact there. JM said the practice could identify 16 to 18 year old patients and possibly approach them to see if any interested in joining. CH to liaise with a current student member and a former one to put something together on the advantages of being a student member. CP suggested that an older member could write about the benefits of being a member to them and the community. The virtual membership was discussed, JM said there is little communication from them, she suggested sending an invitation to see if any of them would like to attend a working meeting as an observer. JM told

us that the Mental Health nurse is giving a talk to practice staff on mental health. It was suggested that we start rolling out health talks to patients again as soon as possible.

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 due to heavy workloads at the practice.

8. A.O.B. MA congratulated the practice on carrying out fully virtual meetings and latterly hybrid meetings throughout the pandemic. JM said it had been the PPG who had suggested the hybrid meetings. CH raised the issue of Thoresby Vale housing development and the likely impact of a growing local population on the surgery, despite this being raised with the Clinical Commissioning Group in the past we have heard nothing recently. JM said the practice needs another GP now and said the practice could possibly expand into the current health centre in the future.

CH would try to mention this issue at the next meeting between PPGs and the Clinical Commissioning Group. CP mentioned that Edwinstowe is to be entered into a village in bloom competition, this will allow sponsorship of various floral displays etc.

Date of Next Meeting Wednesday 27th April 2022 at 1.00 p.m. at the surgery for those happy to attend, virtually for those who are not.