

MAJOR OAK MEDICAL PRACTICE

Hybrid PPG Meeting

Wednesday 13.07.2022

Present:

Celia Flinton (CF) Acting Chair
Clive Parkin (CP) Acting Vice Chair
Celia Hemstock (CH) Secretary
Chrissie Ayre (CA)
Pauline Logan (PL)

Meeting began 9.50a.m. Meeting closed 11.00 pm.

1. Apologies – Maria Aylott, Sam Troop, Emily Worrall.
2. Minutes of previous meeting held on 27.04.2022 – Agreed.
3. Matters Arising from 27.04.2022 JM said that online communication mainly used for sick note requests so far. CF had requested repeat prescription and it worked well. CP queried the online booking system; he thinks that patients are confused as to whether they are being offered a face to face or telephone appointment. He feels that communication from the practice to patients is not clear. CH asked if an upgrade to a telephone queueing system likely this year. JM expects one to be in place on all lines by the end of 2022. JM has spoken to other practices within the Primary Care Network (PCN) for the benefit of their experience with such systems. CP suggested that if queue goes beyond a certain number that a message asks patients to ring back later. JM will discuss with the engineer. JM reported that the practice now has six receptionists to answer 'phones as a lot of patients still resist the online option which would greatly decrease 'phone waiting times. Also, patients waste a lot of receptionists' time discussing other matters rather than appointments. CP said the practice has a three- strand issue here – 1. Patients have been used to 'phoning for appointments at 8.00 a.m. for a long time. 2. Anyone who orders prescriptions online should make appointments online. 3. Receptionists need to be firm in directing patients to correct clinical practitioner to save argument. CF observed that patients will complain that receptionists should not be deciding who a patient should see. JM said receptionists are trained on this care navigation system which has been in place for a few years now. CH suggested that as we now have PCNs it might be useful for their PPGs to meet to discuss best practice. JM will sound out other practice managers within our PCN. CP recalled that the Clinical Commissioning Group (CCG) were keen for this to happen. JM recognises that a female locum GP is required for this practice.
4. Extended Opening Service A new service will be available from 1st October 2022, the PCN will share Saturday opening, between 9.00 a.m. and 5.00p.m. and pre-bookable with some slots reserved for acute cases. Practices will start at 7.00 a.m. or stay open later once a week. JM is to create an online survey to see which option patients might prefer.
5. District Councillor/CCG/PC- Housing developments. CH read the reply to her query regarding this received from Paul Peacock, one of our district councillors at Newark and Sherwood DC. He had not had a meeting with Major Oak practice for some time regarding the amount of housing planned for the village. JM said the patient list has increased by at least 600 patients already and housing developments no where near complete. The PPG agreed that we need a clear vision from the CCG. JM suggested that the practice premises could be increased to accommodate a larger practice list if the Health Centre premises next door were to be incorporated into the surgery premises. CP felt that the Parish Council, our County Councillor and possibly our MP may be sympathetic to an approach to the CCG. JM

agreed to draft a letter to the CCG stressing the urgency of a resolution before the matter becomes a crisis. This could then be countersigned by the above. CH agreed to contact Paul Peacock again.

6. Patients Feedback/Facebook Comments/DNA JM has received very good feedback for Sarah and the physiotherapist. She has received complaints for delays for patients applying for non-NHS work such as firearm certificates etc. There had been a complaint about a telephone consultation, as a result, receptionists are now required to inform patients that the GP may have to 'phone them next day if running late that day. JM had been approached by one of our District Councillors who has had "numerous" complaints from patients not being able to get an appointment in good time. CP said that social media had been quiet re the practice lately.

7. Other Reports – None.

8. Action points Nothing has changed.

8. A.O.B. JM to ask the Social Prescriber if they can provide "Tea and Talk" in the future. CP thanked the practice for their kind sponsorship for Village in Bloom on behalf of the organisers. JM said the practice will be happy to sponsor future village projects.

Date of Next Meeting 19th October 2022 at 5.50 p.m. with the AGM at 4.30.