

MAJOR OAK MEDICAL PRACTICE

Hybrid PPG Meeting

Wednesday 27.04.2022

Present:

Clive Parkin – CP (Acting Vice Chair)
Celia Hemstock – CH (Secretary)
Pauline Logan – PL
Emily Worrall - EW
Lynn Pyatt – LP (Administrator)
Jacquie Mikhail – JM (Practice Manager)

Meeting began 13.10p.m. Meeting closed 14.30 pm.

1. Apologies – Chrissie Ayre, Sam Troop, Celia Flinton, Maria Aylott.
2. Minutes of previous meeting held on 02.03 2022 – Agreed.
3. Matters Arising from 02.03.2022 CH asked JM when it might be considered safe to resume health talks at the practice now that Covid restrictions have largely been removed in the UK. JM suggested the second half of 2022. CH unable to raise the impact of new housing on the practice at a recent CCG/PPG meeting, but agreed to speak to a District Councillor re Clinical Commissioning Group (CCG) and Newark and Sherwood DC planning department.
5. Patients Feedback/Facebook Comments/DNA JM gave us Did Not Attend figures for March – 44 appointments were missed, eight clinical hours wasted. CP asked if it would be possible to compare March 2021 to March 2022. JM said there had been some improvement. CP reported that nothing had appeared recently on a local Facebook page re the practice. CP had attempted over several days to book an appointment by ‘phoning the surgery after 8.00 a.m. He asked why there is still no online booking in place. JM said that online booking still on hold as every time the practice considers resuming that facility Covid figures start to rise again. JM said that the new online communication between patients and the practice now in operation. She also reported that patients with acute medical problems can now be given appointments at other practices within Sherwood Primary Care Network (PCN,) so far, most patients have turned down the opportunity, preferring to ring back next day to try to make an appointment at this surgery. The reception team has now increased to six staff and the hours operating has been increased. The practice is considering changing the telephone system, there are three years left on the existing contract, but a queuing system may be possible.
6. Village in Bloom Sponsorship JM said the practice will be happy to sponsor a Major Oak Medical Practice floral display with a £100.00 donation.
7. Other Reports – CP and CH attended a Zoom quarterly meeting held by CCG/Team Engagement 25/04/2022 where various topics were discussed. PPGs could report their plans and activities.
8. Action points – JM told us of a patient’s interest in joining the PPG, JM has suggested that the patient attend a meeting as an observer. 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 and heavy workloads at the practice.
8. A.O.B. LP is leaving the practice. We wished her well in her new job.

Date of Next Meeting Thursday 7th July 2022 at 5.30 p.m.

