

MAJOR OAK MEDICAL PRACTICE

Hybrid PPG Meeting

Wednesday 31.05.2023

Present:

Clive Parkin (CP) Chair
Celia Flinton (CF) Vice Chair
Celia Hemstock (CH) Secretary
Pauline Logan (PL)
Barry Callieu (BC)
Lisa Martin (LM) Practice Administrator.
Jacquie Mikhail (JM) Practice Manager
Dr. Mikhail
Louise Casey-Simpson (LCS) Community Voluntary Service.

Meeting began 1.00 p.m. Meeting closed 2.30 p.m.

1. Apologies - Chrissie Ayre, Emily Worrall, Maria Aylott.
At this point CH introduced LCS from Newark and Sherwood Community Voluntary Service in her role as Communication and Engagement Officer. LS briefly explained her role and what the CVS can do to help community groups, including PPGs to achieve their goals with health education etc.
2. Agree Minutes of 23.03.2023. Agreed, proposed by BC, seconded by JM.
3. Matters Arising from 23.03.2023. JM has actioned a poster for the waiting room reminding patients of the availability of a hearing loop and the opportunity to request a private conversation with reception on confidential matters. JM has ordered name badges for the newer PPG members. JM has contacted a Primary Care Network (PCN) Social Prescriber who has formerly offered our practice support and talks on well being groups, talking therapy (low level mental health intervention,) "A more Confident Me," (across certain areas,) Community Voluntary Service use etc. CP suggested that we take up a wellbeing talk highlighting Green Wellbeing, Feel Good Gardens (an enterprise near Forestry Holdings, near the Clipstone Road end of Mill Lane.) JM said that two Diabetes talks likely to be provided towards the end of the year. One session will be on pre-diabetic care, the other on diabetes care. LM has added information about the forthcoming defibrillator/CPR sessions to the practice Facebook page. Dr. Gopi still working on the planned mental health topic when time permits. JM reported that she has still not heard anything from the Integrated Care Board (ICB) regarding the PPG's regular requests for information/decisions on the impact of housing developments in the village on the Major Oak (MO) surgery. The PPG and surgery first raised this matter in 2017. JM also reported that a nearby practice is closing, at least 12 of their patients are in the MO catchment area.
4. Cardiovascular Disease Risk Reduction. Dr. Mikhail joined us to talk about Cardiovascular disease (CVD) which is currently the highest cause of death worldwide and causing a quarter of all deaths and affecting around 7 million people in the UK. Dr. M is the CVD lead for the Sherwood PCN. The NHS has identified CVD as the biggest single area where it can save lives over the next 10 years. He talked about working towards people being routinely aware of their 'ABC' numbers (AF or Atrial Fibrillation, Blood pressure and Cholesterol, GPs are

to increase testing for this, patients over the age of 40 will have a blood pressure test every 5 years. Dr. M was keen to hear thoughts from the PPG on community BP testing i.e., opportunities for testing outside the surgery. Various community groups and venues, places of worship etc. were suggested by the PPG and we agreed to consider more and how it can be done to discuss at our next meeting. Dr. M said that any readings of 135/85 and above need checking again at a Pharmacist or surgery. JM suggested that the practice send SMS messages to patients over the age of 40 to take or have taken their BP and if above that number apply for an appointment. LCS suggested targeting the parents of school age children. LCS said the CVS can help set up community BP monitoring sessions. More information on CVD is available on the NHS website.

5. Advanced Booking System Update. As the PPG member who raised this not present, the item was deferred.

6. Patient Feedback/DNA. JM reported that the Did Not Attend (DNA) figures remain too high. BC queried how patients who can't receive the text reminder for an upcoming appointment are reminded, JM said that unfortunately there is no way of reminding those patients. JM provided the DNA figures for 3 months. March 2023 = Total appointments wasted 76, GPs = 8, Nurses/Clinical Pharmacist/Physio = 68. Clinician Time wasted = 13 hours. April = Total appts. Wasted 46, GPs 6, Nurses etc. 40 total time wasted 7.5 hours. May = Total appts. Wasted 71, GPs 13, Nurses etc. 58. Time wasted over 14 hours.

7. Patient Survey. JM told us that the ICB had carried out a mock inspection of the practice, they asked if a PPG patient survey had been carried out recently.

8. Practice Newsletter. LM due to prepare the next surgery newsletter, she is keen to encourage younger patients to join the PPG. Can the PPG suggest any ideas for an article on this please?

9. CPR Demos. CF has contacted the Co-ordinator of the EMAS Community First Responders, he is now awaiting our proposed dates for demonstrations. JM suggested Saturday mornings and the 9th of September 2023 for the first one, followed by dates in October and November. JM also suggested that he could organise refresher training for all staff at the surgery.

10. CVS Involvement re Future Health Talks. LCS told us about various community events supported by the CVS. She said that they could help the PPG with BP testing as they had at the Lifespring Church in Ollerton. They can also help with PPG recruitment. She suggested that the existing virtual PPG members could have a WhatsApp group, or a closed Facebook page could be set up for them to use. She pointed out that for these ideas to work they had to be monitored and answered regularly.

11. Other Reports. CP, CF and CH to attend "Patient Participation, The Art of the Possible" in June.

12. Action Points. We have had AP in place since suggested by CF in 2016. It was suggested then that any PPG member can "own" an action point and take it forward e.g., CF has recently taken on organising CPR sessions. Regarding student recruitment, John Scaysbrook (Explorer /Scout leader) has asked for more information on what is involved for student age people to join the PPG. CH to provide age range, safeguarding etc.

13. A.O.B. A meeting has been announced for local voluntary community groups and clubs to outline what they do and to network and recruit volunteers between the groups. It will be held at The Dukeries Hotel on 27.06.23 at 6.30 p.m. PL and CH to attend from the PPG.

The next meeting is Wednesday 26th July at 11.00 a.m.

