

MAJOR OAK MEDICAL PRACTICE

Hybrid PPG Meeting

Wednesday 17.04. 2024.

Present:

Clive Parkin (CP) Chair
Celia Flinton (CF) Vice Chair
Celia Hemstock (CH) Secretary
Barry Callieu (BC)
Sue Bing (SB) Via Microsoft Teams
Helen Vick (HV) Operations Manager.
Jacquie Mikhail (JM) Practice Manager.
Dr. Gopi.

Meeting began 13.35 p.m. Meeting closed 15.00 p.m.

1. Apologies –Pauline Logan, Maria Aylott, Chrissie Ayre, Lucy Carter.
2. Agree Minutes of 06.02.2024 The word “seven” to be removed from the item on what minor ailments Pharmacists can now advise on.
3. Matters Arising from 06.02.2024. CF asked if any clinical staff have completed any blood pressure checks outside the practice. JM said they had at the pharmacy; the Primary Care Network were funded by the Integrated Care Board (ICB) to carry this out.
4. Dr. Gopi, Mental Health Dr. G said patients who had attended his talk (16th March 24) would want to be seeing mental health contact details around the village by now and suggested that a directory be put together and details be added to local magazines, social media and posters displayed, he wants the information to reach as many people as possible in the practice catchment area giving a list of contact points. He also suggested a Facebook page covering mental health for patients only. BC volunteered to put a draft directory together and asked the PPG to email any ideas. JM agreed to contact the Social Prescriber for further information.
5. Closed FB page for surgery/Instruction for CP and CH. This still hasn't happened for various reasons. To be followed up by CH.
6. Housing Development Impact on Surgery/Progress? JM and HV met with the ICB contracting team who had apparently no information on foregoing enquiries by the practice and would investigate this. JM to follow this up. CB asked if minutes had been taken at this meeting. JM took notes. JM said that her understanding is that the ICB have no say over NHS property services.
7. Patient Feedback/Facebook Comments/DNA CB produced a chart showing a consistency around missed GP appointments but not for other clinical staff, JM said that numbers particularly go up around the flu vaccination period from September to November and added that the practice are planning to challenge missed appointments, particularly when an appointment was made that day. She said that some practices keep a DNA register. SB asked if a particular type of patient tends to DNA, JM said she would have to break down data to ascertain this. She felt that it may be mainly younger patients who tend to miss appointments. Some patients have missed contraception appointments and have been redirected to the pharmacy if they subsequently try to re book. Some patients have had the online booking facility removed.

The Did Not attend figures for February 2024 were:-GPs 20, Nurses, Clinical Pharmacist, Physio and Mental Health PR actioner 52, a total of 72 appointments missed wasting over 13.5 hours of clinicians valuable time. March figures were:- GPs 19, all other clinical staff 47, a total of 66. With over 12 hours wasted.

8. Fundraising. A query was raised regarding the PPG bank account and where the funds in it have come from, JM understood that some from fundraising some and some from donations. CH agreed to contact the treasurer for the most recent statement. CP suggested that perhaps some of the amount could be used for hardships. This to be further discussed. JM suggested involving CVS to help us provide a well being day with various health organisation stalls, perhaps in other premises such as the village hall or the community centre or church rooms. CH agreed to contact Newark and Sherwood Community Voluntary Service. CB felt that fairly regular community events could be an informal opportunity to inform patients of the issues and problems confronting all surgeries in England.

9. Alcoholics Anonymous. CF reported that someone from AA had pointed out that currently there is no contact information about the local AA in the surgery, HV said she would address this.
10. Other Reports. None.
11. CPR dates. CF asked JM for available dates for further demonstrations. 19.06.24 and 04.09.24 were given.
12. Action Points CP suggested that in future the secretary add the PPG mission statement to the end of every set of minutes. He also suggested that the constitution be amended to allow more PPG members.

Date of next meeting Monday 24th June 2024 at 6.00 p.m.