

MAJOR OAK MEDICAL PRACTICE

Hybrid PPG Meeting

Monday 24.06.2024

Present:

Clive Parkin (CP) Chair
Celia Flinton (CF) Vice Chair
Celia Hemstock (CH) Secretary
Barry Callieu (BC)
Ruby Teal (RT) Student Member
Helen Vick (HV) Practice Operations Manager
Jacquie Mikhail (JM) Practice Manager

Meeting began 6.00 p.m. Meeting closed 7.00 p.m.

1. Apologies - Chrissie Ayre, Sue Bing, Pauline Logan, Maria Aylott, Lucy Carter.
2. Agree Minutes of 17.04.2024. Agreed
3. Matters Arising from 17.04.2024 BC said he had sent a mental health organisations directory to JM who agreed to distribute same. CH said she had contacted Louise Casey-Simpson of NS CVS and invited her to this meeting, but Louise has sent her apologies, so will be invited to our next meeting.
4. Louis Casey Simpson CVS LCS unable to attend.
5. Dr. G. Mental Health Dr. G. unable to attend but sent word that he is waiting for an opportunity to meet two patients who has expressed an interest at his mental health talk in March in helping with his initiative.
6. Closed FB page for surgery/instruction for CP and CH. JM reported that FB page currently down, a new one to be installed.
7. Housing Development Impact on Surgery/ Progress? JM is to meet someone from the Integrated Care Board on 10.07.24 to discuss the growing patient register and other matters.
8. Patient Feedback/Facebook Comments/DNA BC produced a chart showing a steady and consistent reading of the figures. A discussion on this followed. The did not attend figures for April 2024 were :- GPs 10, Nurses/Clinical Pharmacists/Physio/Mental Health Practitioner 60 a total of 70, with 12.33 clinicians' time wasted. DNA for May 2024 were :- GPs 16, other clinical staff 53, a total of 69 with 12.67 hours wasted.
9. Bank Account Update CH to obtain cheque book from the treasurer.
10. Fundraising HV suggested that the PPG have a tombola or raffle at the next practice MacMillan cancer support coffee morning on Friday the 27th September 2024. CH agreed to remind PPG members to donate some raffle prizes if they can.
11. Other Reports None
12. Action Points CH agreed to contact Hazel of Alzheimer's UK to arrange another talk as previous ones so well received. CH mentioned that a patient has requested a talk on Autism. She will contact CVS to see if they know of a speaker.
13. A.O.B CP suggested that we try to provide a PPG article for the Autumn surgery newsletter. CF informed us that the next CPR demonstration is on Wednesday 04/09/24.

The next PPG meeting is on Wednesday 28th August at 1.00 p.m.