

MAJOR OAK MEDICAL PRACTICE

Hybrid PPG Meeting

Wednesday 28.08.2024

Present:

Clive Parkin (CP) Chair
Celia Flinton (CF) Vice Chair
Celia Hemstock (CH) Secretary
Pauline Logan (PL)
Sue Bing (SB)
Helen Vick (HV) Operations Manager.
Jacquie Mikhail (JM) Practice Manager.
Tarah Perkins (TP) Development Worker NS CVS

Meeting began 1.04 p.m. Meeting closed 2.06 p.m.

1. Apologies –Barry Callieu, Chrissie Ayre, Ruby Teal.
CH introduced Tarah Perkins a Development Worker from Newark and Sherwood Community Voluntary Service.
2. Agree Minutes of 24.06.24 Agreed.
3. Matters Arising from 24.06.24. On mental health issues, JM told us that a patient is willing to help JM, HV and Dr. Gopi to set up a Facebook page for the practice. A small WhatsApp group has been set up to enable their discussions. The PPG will have access to this once set up. On housing development impact on the surgery JM said that the Integrated Care Board have inspected the practice and surgery to see how the current building can be utilised, a couple of consulting rooms could be divided to create more space, the health room could be adapted, and the staff room is now a Primary Care Network hub. JM said that NHS Property Services have to be consulted regarding any possible changes, but any carried out will be funded by section 106 monies.
4. Tarah CVS/Health Events Tarah explained her role within the CVS and how she can support PPGs. We then discussed potential mixed health events requiring a bigger venue than the surgery health room. Tarah told us how she can draw together various health professionals/organisations to achieve an event.
5. Closed FB page for surgery/Instruction for CP and CH. CH informed the group that Lucy our potential IT instructor has moved to another area and can no longer help. JM suggested another patient who may be able to help, they will be contacted.
6. Housing Development Impact on Surgery/ Progress? See item 3.
7. Patient Feedback/Facebook Comments/DNA JM informed us of positive feedback and negative feedback and lessons learned by the practice. The Did Not Attend Appointments figures for June 2024 were: - GPs 14, Nurses/Clinical Pharmacists/Physio/Mental Health PR actioner 55, a total of 69 appointments missed in a month, a waste of **13.75** hours of clinicians' time. The figures for July 2024 were:- GPs 8, other clinical staff 54 a total of 62 appointments missed and a waste of 9.8 hours of clinicians' time.
8. MacMillan Coffee Morning/PPG Fundraising. JM will provide raffle/Tombola tickets and will refresh the PPG leaflet explaining what we do. PPG to donate prizes if possible.

9. CPR Donation from PPG we plan to give the CPR demonstrator, John, a donation at the next demonstration.
10. Other Reports JM informed us that Flu clinic vaccination stock should arrive in mid-September with patient appointments starting from beginning of October onwards. PPG provision of refreshments when possible.
11. Action Points nothing for discussion at this meeting.
12. A.O.B CH reminded members that an AGM is due in the Autumn. Date set at 05.10.2024 at 12.00 noon.

PPG MISSION STATEMENT

- **The Patient**
- **The Practice**
- **The PPG**

As a “critical Friend”, your Patient Participation Group (PPG) works on behalf of patients and in support of the Medical Practice staff to strive to achieve the best possible patient experience at Major Oak Medical Practice.

13. Date of Next Meeting

Wednesday 2nd of October at 1.00 p.m.