

**Oakenhall Medical Practice
Patient Participation Group Meeting
Thursday 16 May 2024 at 16:30**

Attendance

Mrs S C	PPG Member
Ms L C	PPG Member
Lisa Ellison	Practice Manager/Note Taker
Mrs M E	PPG Member
Mrs A M	PPG Member
Mr I M	PPG Member
Mrs A S	PPG Member/Chair

		Actions
1.	Welcome & Introductions (Chair) The Chair of the Patient Participation Group welcomed everyone to the meeting. Apologies given by Mrs K H and Mr R P.	None
2.	Practice Update Lisa Ellison provided an update of practice and affiliated staff and their roles, including the new addition of a GP Partner Dr Narmeen Khan.	None
3	Telephone System and Website upgrade Lisa Ellison explained that the practice was currently updating telephone system and website. The current focus is the telephone system for which were expecting contact with dates for installation of hardware and the go-live date. The telephone system will have new functions, including a patient call back option, which will allow the patient to be placed in a virtual waiting queue and the patient will be automatically called back by the practice when it is their turn. Patients with mobile telephones can also utilise a tracker option of their wait in the virtual queue, which highlights their current placement in the queue.	Update
4.	Practice Access and Capacity Lisa Ellison (Practice Manager) discussed that the practice has adopted Clinical Navigation systems in practice. This will signpost patients to the most appropriate organisation or clinician. This could include Practice Clinical Pharmacist, MSK practitioner and Mental Health Practitioner. This also could include Community Pharmacist for minor ailments and Mental Health Crisis Teams.	DNA Results

	<p>The practice has also adopted a telephone message, to let patients know when same day capacity has been reached and where patients can obtain urgent treatment and advice. The message is clear that patients who are housebound should continue with the call to the practice.</p> <p>The Patient Group Members requested information on patient's who do not attend. Lisa Ellison will arrange this for the next meeting.</p>																																																																																																			
5	<p>Online Patient Registrations</p> <p>Lisa Ellison advised that the practice has adopted online patient registrations for patients newly moving into the practice boundary area, who wishes to register with the practice. Although small numbers so far, this is going well.</p> <p>All new patients received two text messages on registration with a welcome message, details on online services registration and invitation for a medication review and new patient health check appointment.</p>	None																																																																																																		
6.	<p>Friends and Family Test Results for April 2023 – March 2024:</p> <table><tr><th>Month</th><th>Very Good</th><th>Good</th><th>Neither</th><th>Poor</th><th>Very Poor</th><th>Total</th></tr><tr><td>April</td><td>1</td><td></td><td></td><td></td><td></td><td>1</td></tr><tr><td>May</td><td></td><td></td><td></td><td></td><td></td><td>0</td></tr><tr><td>June</td><td></td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>July</td><td></td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>August</td><td></td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>September</td><td></td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>October</td><td></td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>November</td><td>8</td><td>4</td><td>0</td><td>0</td><td>0</td><td>12</td></tr><tr><td>December</td><td>15</td><td>3</td><td>0</td><td>0</td><td>0</td><td>18</td></tr><tr><td>January</td><td>5</td><td>1</td><td>0</td><td>0</td><td>0</td><td>6</td></tr><tr><td>February</td><td>9</td><td>1</td><td>0</td><td>0</td><td>0</td><td>10</td></tr><tr><td>March</td><td>10</td><td>0</td><td>0</td><td>0</td><td>0</td><td>10</td></tr><tr><td>Total</td><td>47</td><td>9</td><td>0</td><td>0</td><td>0</td><td>57</td></tr></table> <p>Lisa Ellison discussed that these results were currently handwritten ones</p>	Month	Very Good	Good	Neither	Poor	Very Poor	Total	April	1					1	May						0	June		0	0	0	0	0	July		0	0	0	0	0	August		0	0	0	0	0	September		0	0	0	0	0	October		0	0	0	0	0	November	8	4	0	0	0	12	December	15	3	0	0	0	18	January	5	1	0	0	0	6	February	9	1	0	0	0	10	March	10	0	0	0	0	10	Total	47	9	0	0	0	57	F&FT results.
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	generated from patient attendances at the practice. Once the new practice website is in operation, it is hope that this will also generate more results.	
8.	Any Other Business The patient group members ask if there was any feedback for the GP Partners which they would be able to support with.	GP Feedback.
8.	Date of Next Meeting: 18 July 2024 at 16:30	