

**Oakenhall Medical Practice
Patient Participation Group Meeting
Thursday 18 July 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 K H	PPG Member
Mr I M	PPG Member
Mr R P	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 AM	None																												
2.	Telephone System Update Lisa Ellison provided an update of the new telephone system installation which is progressing and installation date due shortly.	Update																												
3	Do Not Attend Report <table><tr><th>Month</th><th>DNA</th><th>Time (mins)</th><th>GP</th><th>Nurse</th><th>HCA</th><th>Other</th></tr><tr><td>April</td><td>151</td><td>2519</td><td>31</td><td>54</td><td>44</td><td>24</td></tr><tr><td>May</td><td>173</td><td>3419</td><td>34</td><td>64</td><td>27</td><td>48</td></tr><tr><td>June</td><td>181</td><td>3347</td><td>23</td><td>78</td><td>51</td><td>32</td></tr></table> The PPG members discussed ways to improve patients not intending appointments including increased SMS reminder messages the day before the appointment.	Month	DNA	Time (mins)	GP	Nurse	HCA	Other	April	151	2519	31	54	44	24	May	173	3419	34	64	27	48	June	181	3347	23	78	51	32	DNA Report
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4.	<div><div><div>Friends and Family Test Results for April 2024 – June 2024:</div><table><thead><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></thead><tbody><tr><td>April</td><td>3</td><td>1</td><td></td><td></td><td></td><td>4</td></tr><tr><td>May</td><td>1</td><td></td><td></td><td></td><td></td><td>1</td></tr><tr><td>June</td><td>5</td><td>2</td><td></td><td></td><td></td><td>7</td></tr></tbody></table><div>The PPG discussed that they would be happy to assist in flu clinics and promote completion of the Friends and Family Test results to gain more patient opinions.</div></div></div> <div>F&FT results.</div>	Month	Very Good	Good	Neither	Poor	Very Poor	Total	April	3	1				4	May	1					1	June	5	2				7
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5.	<div><div><div>Any Other Business</div><div><p>Lisa Ellison discussed plans for immunisation of RSV which is due to start in September and flu planning for clinics to commence in October. Lisa Ellison advised that the practice will be scheduling these during the practice week rather than a Saturday morning this year.</p><p>Patient Participation Group wished for an update on the new Health Centre. Lisa Ellison explained that this has not progressed further to date and will provide an update for the next meeting.</p><p>Lisa Ellison discussed that the Hucknall area would be invited to healthy heart events and the first one is due to be held in August.</p></div></div></div> <div>Update.</div>																												
8.	<div><div><div>Date of Next Meeting:</div><div>19/9/2024 at 17:00</div></div></div> <div></div>																												