


**Oakenhall Medical Practice  
Patient Participation Group Meeting  
Thursday 17 July 2025**

**Attendance**

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

		<b>Actions</b>
1.	<p><b>Welcome &amp; Introductions (Chair)</b></p> <p>The Chair of the Patient Participation Group welcomed everyone to the meeting.</p> <p>Apologies given by Mrs S C and Mrs A M</p>	None
2.	<p><b>News From the Practice/Update</b></p> <p>Website: The new website is now available. The practice is busy updating this currently.</p> <p>New Staff: The practice has been joined by two Practice Nurses: Karen and Sue.</p> <p>Healthy Heart Events: Byron PCN has been holding Health Heart Events in the local community. These have been fully attended.</p> <p>Seasonal Flu: The main flu programme will commence from 1 October 2025. The first patient flu clinic will be held on Saturday 4<sup>th</sup> October 2025. Mrs AS and Mr RP will attend to assist with greeting patients on their arrival.</p>	
3.	<p><b>Health Centre Update.</b></p> <p>The Practice Manager advised that there is no update on a new health centre. The Practice Manager has recently been in touch with Nottingham and Nottinghamshire Integrated Care Board: Department of Estates, who advise that Hucknall is high priority for a new health centre when resources are available.</p> <p>The PPG discussed their concerns that proposed housing development in Hucknall and on the Misk Hills site continue to cause concern that practices in Hucknall do not have capacity for increased patient registration, due to present building capacity has been exceeded.</p>	Add to next meeting Agenda

	Group Members discussed the possibility of making an appointment with the Member of Parliament to discuss options. Mrs A S will contact the local Member of Parliament to arranged.																																																																		
4	<p>GP Patient Survey/Do Not Attend Report/Friends and Family Test Results for April 2025 – June 2025</p> <p>Do Not Attend Report.</p> <table><tr><th>Month</th><th>DNA</th><th>Time (mins)</th><th>GP/NP</th><th>Nurse</th><th>HCA</th></tr><tr><td>April</td><td>114</td><td>2115</td><td>27</td><td>24</td><td>24</td></tr><tr><td>May</td><td>120</td><td>2000</td><td>32</td><td>33</td><td>31</td></tr><tr><td>June</td><td>117</td><td>2031</td><td>17</td><td>21</td><td>24</td></tr><tr><td>Total</td><td>351</td><td>6146</td><td>76</td><td>78</td><td>79</td></tr></table> <p>Friends and Family Test Results</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></td><td>1</td><td></td><td></td><td></td><td>1</td></tr><tr><td>May</td><td>5</td><td>2</td><td></td><td></td><td></td><td>7</td></tr><tr><td>June</td><td>3</td><td></td><td></td><td></td><td></td><td>3</td></tr><tr><td>Total</td><td>8</td><td>3</td><td>0</td><td>0</td><td>0</td><td>11</td></tr></table> <p>GP Patient Survey 2025</p> <div><p>GP Patient survey 2025.pptx</p></div> <p>The Meeting discuss the results above. It was noted that the completion rate of the GP Patient Survey was 33% (124 Surveys sent back). The Good overall experience of this GP Practice was 65% and helpfulness of Reception and Administrative Team at this GP Practice was 81%.</p> <p>The Practice Manager discussed appointment access in the practice had increased by one GP session per week and every month a Sessional GP was delivering two patients follow up clinics. The Practice Manager advised that patients were utilising the patient call back services that was now available on the new telephone system.</p>	Month	DNA	Time (mins)	GP/NP	Nurse	HCA	April	114	2115	27	24	24	May	120	2000	32	33	31	June	117	2031	17	21	24	Total	351	6146	76	78	79	Month	Very Good	Good	Neither	Poor	Very Poor	Total	April		1				1	May	5	2				7	June	3					3	Total	8	3	0	0	0	11	
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	<p>The Practice Manager also discussed that although the practice has already been providing online routine consultation for administration and medical requests, this would be mandatory from October 2025. The practice was unsure patient demand would be for this and how the practice would manage staffing resources for both telephone and online consultations requests. The practice was considering Total Triage patient models and were going to undertake the Nottingham and Nottinghamshire Integrated Care Board GP Improvement Programme, which helps practices access and capacity demands. The Programme is due to start in September 2025.</p> <p>Action Plan Agreed:</p> <ul style="list-style-type: none"> <li>• Practice to explore triage models within the GP Improvement Programme to manage patient access.</li> <li>• New waiting room music</li> </ul>	
5.	<p><b>Date of Next Meeting:</b></p> <p>20/11/2025</p>	