

MAJOR OAK MEDICAL PRACTICE

Hybrid PPG Meeting

Wednesday 09.04.2025.

Present:

Clive Parkin (CP) Chair
Celia Flinton (CF) Vice Chair
Celia Hemstock (CH) Secretary
Pauline Logan (PL)
Barry Callieu (BC)
Sue Bing (SB)
Helen Vick (HV) Practice Operations Manager
Jacquie Mikhail (JM) Practice Manager

Meeting began 13.00 p.m. Meeting closed 13.40 p.m.

1. Apologies – Andrew Johnson, Ruby Teal, Chrissie Ayre.
2. Agree Minutes of 26.02.2025. Agreed.
3. Matters Arising from 26.02.2025 CH reminded us that at our November meeting Andy Johnson had suggested fund raising at our summer health event. This discussed but no firm decision made. CP was to forward a young people recruitment poster to AJ to post on FB. CH asked if Dr. Gopi's "A Day in The Life of a GP" has been added to the practice FB page. JM said that Dr. G would like to update the article before that is progressed.
4. Housing Development Impact on Surgery/Progress? JM reported on her recent meetings with the estate manager of The Integrated Care Board who has now done a survey of the existing surgery premises with a view to alterations to accommodate extra patients and GPs to make the surgery fit for purpose for an increasing population. This work is not likely to begin before 2026; but planning in operation. The practice has now taken over managing the maintenance of the surgery building.
5. Patient Feedback/DNA JM reported on both negative and positive feedback. Did Not Attend figures for February 2025 were as follows: - GPs 15 missed appointments, Nurses/Clinical Pharmacists/Physiotherapists/Spiro Nurse 39 missed. A total of 54 WASTED appointments with 9.63 clinical hours WASTED. DNA for March: - GPs, 16. Other Clinical staff 39. A total of 55 appointments missed and 10.2 clinical hours wasted. Positive and negative patient feed back was reported without patient names for confidentiality. JM said the practice aims to learn from mistakes made. HV said there has been positive feedback for the new telephone system from patients and staff.
6. New Treasure's Report told us there is currently £990-80 pence in the PPG account. BC is now looking into online banking for the account, current signatories need to be changed. CP reminded all PPG members to submit expenses when incurred.
7. Summer Fair Update. CH informed the meeting of whom she has already alerted to possible contact from Tarah Perkins of the newly amalgamated "Your CVS," (Community Voluntary Service) regarding attending our summer health fair as health and wellbeing voluntary organisations. They were keen to be involved. CP

suggested that we provide Tea/Coffee vouchers to enable patients and visitors to access those drinks from the South Forest venue.

8. Other Reports' HV told us that £86.50 was raised at the recent Red Nose Day event at the surgery. The PPG voted thanks to CF for making a cake and attending as a PPG volunteer when others not available.
9. Action Points. HV reminded us of using health awareness days to inspire our health events. CP suggested another dementia talk as they are always fully attended. CH asked if anyone knew if RT had put anything on social media or gained permission at college for a poster regarding young person/student recruitment. In RT's absence CP suggested that she may be able to cascade to other social media outlets other than FB.
10. A.O.B. BC asked why on online test results it says patient informed. JM replied that if you have looked at your results online you have been informed, if you have not been contacted by the surgery it means the results are satisfactory. When blood tests are carried out patients are told they will be contacted by reception if any concern.

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.

11. Date of Next Meeting.

The next PPG meeting is on Wednesday 04.06.2025 at 1.00 p.m.