

MAJOR OAK MEDICAL PRACTICE

Hybrid PPG Meeting

Wednesday 26.02.2025.

Present:

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

Meeting began 13.05 p.m. Meeting closed 14.25 p.m.

1. Apologies – Barry Callieu, Chrissie Ayre, Andrew Johnson, Ruby Teal.
2. Agree Minutes of 26.02.2025
3. Matters Arising from 26.02.2025 None.
4. Housing Development Impact on Surgery/Progress? JM has not heard anything further from The Integrated Care Board.
5. Patient Feedback/DNA JM reported on both negative and positive feedback. Did Not Attend figures for January 2025 were as follows :- GPs 26 missed appointments, Nurses/Clinical Pharmacists/Physiotherapists/Spiro Nurse 51 missed. A total of 77 WASTED appointments with 13.83 clinical hours WASTED.
6. Other Reports. JM told us about the NHS Type 2 Diabetes Path to Remission Programme which is a joint initiative between NHS England and Diabetes UK. The programme provides a low-calorie total diet replacement treatment for people living with type 2 diabetes who are obese or overweight. More information can be found on the NHS website. CP spoke about the January mixed health event held at the village hall. CH reported that a patient had said they would have attended if given more notice on SMS, they only received message the day before the event. HV said SMS messages started to go out three days before, but staff so busy it is difficult to contact everyone that early. She also said that NHS England has asked GP surgeries to reduce SMS use due to charges made by the System 1 provider. It was noticed that some exhibitors turned up late, some left early which is not good enough. A discussion then held on lessons to be learned, improvements to be made. SB reported on recent PPG training attended by several members. She mentioned that a DBS check for all PPG members recommended at the training session; CP and JM questioned the need as the PPG simply support the practice. JM said risk assessments can be considered.
7. Action points At our November meeting Andrew Johnson suggested fundraising for PPG funds at the summer health fair. CP asked if money raised is there anything the practice needs. JM said some blood pressure monitors to lend to patients would be useful. JM and HV will think about other requirements. JM suggested that some fun events would be good at the event. SB asked if Alcoholics Anonymous publicity displayed at the surgery. HV said it may be possible to add to the call screen.

8. A.O.B HV told us that Red Nose fund raising will be held at the practice on 21st March and asked if any PPG members could help out. HV also reminded us that it is “Quit Smoking” day on March 12th.

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.

9. Date of Next Meeting.

The next PPG meeting is on Wednesday 09.04.2025 at 1.00 p.m.